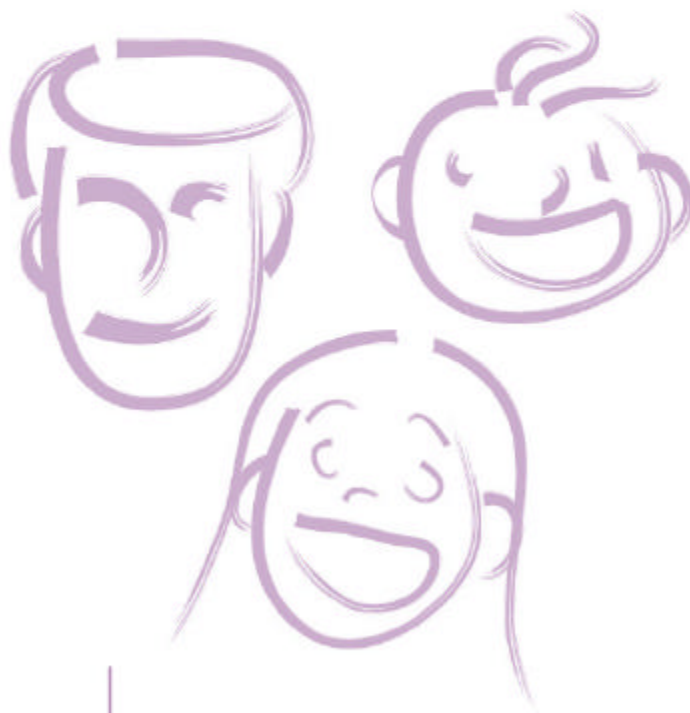




Responding creatively and
effectively to human service
needs to enhance the quality
of life of Scottsdale residents

A Caring Community



Five Year Plan
Annual Update

Human Services Division
COMMUNITY SERVICES DEPARTMENT

July 2002 - Prepared by City of Scottsdale Human Services Division



INTRODUCTION

Human Services Five-Year Plan Update 2002-2007

In May of 2000, the Scottsdale Human Services Commission adopted the City of Scottsdale Human Services Five-Year Plan in response to issues raised in a forum of Scottsdale citizens held on March 21, 2000. That forum identified population groups in need and the most critical deficits in resources for those groups. The five-year plan established goals and objectives to fill some of those deficits. The Human Services Five-Year Plan is updated annually and is incorporated by reference in Scottsdale's General Plan.

The first annual update was deferred to allow for the inclusion of data from the 2000 Census. In late 2001, information from the 2000 Census began to be released. That data has helped to update the picture of the populations served by Scottsdale's Human Services Division. Those populations are the Homeless, the Elderly, Adults, Persons with Disabilities, Victims of Domestic Violence and Youth and Families. Within these populations, there are people in need at various income levels. Income information, by Census Tract and Block Group will not be released until later in 2002, but demographics related to Age, Race, Ethnicity and Gender are available and are the primary basis for this year's update to the Human Services Plan. The attacks of September 11th resulted in changes in government funding priorities and patterns of private charitable giving; and those changes, as well, are incorporated in the goals and objectives of the plan.

There is good news.

- ❑ In the fall of 2001, Scottsdale's City Council authorized the opening of a Family Advocacy Center to provide a single point of service for victims of physical and sexual abuse.
- ❑ In the last year, Scottsdale has also provided leadership on the Maricopa Association of Governments Continuum of Care subcommittee, which guides the grant application process for federal funds for housing and services for homeless people.
- ❑ The City received 20 additional Section 8 Housing Choice Vouchers this year.
- ❑ Two new transportation programs, Cab Connection and TRIP, are supplementing transportation resources for senior and disabled citizens.
- ❑ Citizen working groups that grew out of the Future Search Conference continue the search for solutions to the lack of quality affordable housing.
- ❑ The City has executed a contract with a private consultant to identify all physical and programmatic changes needed to bring the City into full compliance with the American's with Disabilities Act.
- ❑ Expansion of the Via Linda Senior Center has meant increased facilities and services to seniors in northern neighborhoods in Scottsdale.
- ❑ Bonds have been approved for the replacement of the Civic Center Senior Center to serve growing needs in the southern part of the City.

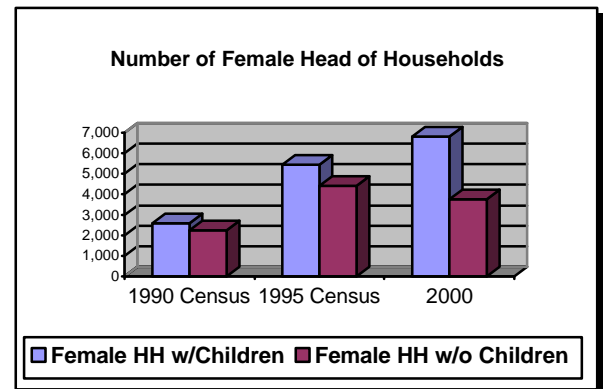
The bad news is serious.



- ❑ Scottsdale's allocation of federal funds from the Community Development Block Grant and HOME Programs was reduced slightly for 2002.
- ❑ The Robert R. McCormick Foundation has announced that it will withdraw its match to the Scottsdale Cares program in 2002.
- ❑ The general fund budget has been reduced for nearly every city service including the Human Services Centers.
- ❑ Requests for assistance at Vista del Camino have increased markedly.
- ❑ The Housing Affordability Gap continues to widen.
- ❑ Private non-profit service providers lost financial support after September 11th when large and small contributors replaced their support for local charities with sizeable contributions to the victims of the terrorist attacks.
- ❑ Construction of many Capital Improvement Projects approved in the 2000 Bond Election has had to be pushed further into the future because of the impact that operating the expanded facilities would have on the General Fund operating budget.

Although income information from the 2000 Census will not be released in time for inclusion in this update, it appears that the lack of quality affordable housing has resulted in noticeable shifts in population since 1995 Census.

- ❑ The total population grew from 168,176 to 202,705, for an increase of 20.5%.
- ❑ The population between 18 and 21 years of age decreased from 6310 to 5366 for a decrease of 17.6%. In Planning Zone A in the southern part of the City, the number of people in this age group dropped by 33%.
- ❑ The number of households with a female head grew from 5433 to 6823, for an increase of 25%.



	1995 Census	2000 Census	1995 Census	2000 Census	1995 Census	2000 Census	1995 Census	2000 Census	1995 Census	2000 Census
	Planning Zone A	Zone A	Zone B	Zone B	Zone C	Zone C	Zone D	Zone D	Zone E	Zone E
0 – 4	4,349	4,406	520	601	2,714	4,373	396	706	284	356
5 – 17	11,862	11,847	1,978	2,156	8,141	12,147	953	1,437	749	1,120
18 – 21	4,448	2,987	384	370	1,176	1,671	176	189	126	149
22 – 54	47,545	47,947	5,799	5,569	24,605	36,700	3,673	5,572	2,541	4,296
55 – 74	20,956	21,120	2,035	2,366	6,784	11,930	1,906	3,361	1,585	3,792
75+	9,687	10,118	588	767	1,809	3,496	227	461	180	454
Total Population	98,847	98,425	11,304	11,829	45,229	70,317	7,331	11,726	5,465	10,167



- ❑ The number of female-headed households with children decreased from 4430 to 3759, for a relative reduction of 18%.

The goals and objectives of this update recognize that:

- ❑ Notable percentages of young adults between 18 and 21, single women with children and people between the ages of 60 and 74 have moved out of Scottsdale in the last five years. (See Appendix B: Population Shift as a Percent of Change in Selected Groups)
- ❑ People in poverty and low and moderate income people who do still live here have more serious and more varied needs.
- ❑ Resources to address human services needs are going to be reduced for the foreseeable future.
- ❑ Service providers, including the City of Scottsdale, need to recognize, acknowledge and address higher levels of desperation and frustration on the part of people in need.

Conclusion

Scottsdale has had a long history of being a caring community that collaborates with citizens and non-profit providers to improve the quality of life for all of its citizens, regardless of income. That historical commitment is currently being challenged by near term reductions in available resources and continuing increases in the cost of housing. The City of Scottsdale and the Human Services Commission recognize the challenges and will continue to support the vision of a caring community through quality in service, effective referrals, pursuit of resources and community education regarding human services needs.

CITY OF SCOTTSDALE HUMAN SERVICES FIVE-YEAR PLAN

**July, 2002
Update**

Scottsdale Human Services Commission

John Bitenc, Chair
Diane Fausel-Vice Chair
Brigita Bilsens
James Broshar
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City of Scottsdale Human Services Leadership Team

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Kathy Breen, Paiute Neighborhood Center Recreation Coordinator
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Jan Cameron, Via Linda Senior Center Human Services Manager
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Vicki French, Youth & Family Services Manager
Valerie Kime Trujillo, Resource Development Specialist
Rita Koppinger, Vista Del Camino Manager
Hugh McGill, Youth & Family Services Coordinator
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Kasey Moyers, Civic Center Senior Center Recreation Coordinator
Amy Pendleton, Vial Linda Senior Center Human Services Coordinator
Mary Kay Rieke, Paiute Neighborhood Center Manager
Rob Schweitzer, Community Assistance Housing Coordinator*



EXECUTIVE SUMMARY

The City of Scottsdale Human Services Five Year Plan is a blueprint to address human service needs in Scottsdale. The Plan analyzes demographic data and identifies funding information generated by federal and local sources and compares trends across the city's five Planning Zones to identify and prioritize human service needs. This update builds on the May 2000 Plan and extends the plan to the year 2007. Where appropriate, the format and text of the original Plan remains. Changes in demographic information or program performance indicators have been inserted as additions, including new charts and graphs, so that the plan may be more useful in tracking changing trends in needs and services.

Scottsdale has experienced extraordinary growth in population, land area and economic development over the past twenty years. It is an affluent community that is home to many professionals and retirees who come to Scottsdale to enjoy its parks, golf courses, and beautiful neighborhoods. However, like any other urban community, Scottsdale is affected by changes in the family structure, substance abuse, domestic violence, lack of affordable housing and public transportation, increasing numbers of people in poverty, and an increasing elderly population. As Scottsdale continues to grow, additional resources will be needed to address social problems and human service needs.

Demographic Trends in Scottsdale

The demographic trends identified in this Plan are based on available Census data with periodic adjustments for growth and other population change that are estimated by the City of Scottsdale Planning Department. At the time of the preparation of this update to the Human Services Plan, the 2000 Census information, *excluding data on income*, had been released for Cities and for Census Tracts. The Census 2000 population count for Scottsdale is 202,705. This number is lower than the 211,715 estimate projected by the Scottsdale Planning Department based on building permits and other local indicators. The population statistics used in this update may need to be further adjusted in future updates but do represent good and best available demographic information currently available.

Scottsdale's population has been estimated to more than double from the 1990 population of 130,075 to 303,659 by 2020. The majority of this population growth will be in the northern part of Scottsdale as raw land in the north is developed and master-planned communities continue to be built-out. Two major segments of Scottsdale's population that will experience considerable growth in the next five years will be the elderly and youth under the age of 18.



Human Services Needs in Scottsdale

The Plan addresses local human service needs of six target group populations that have been identified as the Funding Populations:

- Adults in General
- Homeless
- Victims of Domestic Violence
- Elderly
- Persons with Disabilities
- Youth and Families

This Plan describes each population group, analyzes their needs and socio-demographic trends, identifies funding sources and reports how many Scottsdale citizens have been served. In addition, significant trends are identified within funded populations to provide supporting rationale for the Human Services Commission Objectives. Key significant trends identified within the Funding Populations include:

- The Department of Economic Security estimates that, on average, 122 single individuals and 152 families and children are turned away from homeless shelters on a daily basis in Maricopa County.
- It is estimated that in 2000, there were 12,491 individuals in poverty in Scottsdale; the 1990 Census indicated 7,583 individuals were in poverty.
- Based upon the U.S. Census Bureau statistics, approximately 7% of Scottsdale's population had some kind of disability.
- In FY 1999, 26,717 women and children requested domestic violence shelter in Maricopa County; of that total, 19,775 women and children were turned away because shelters were unavailable.
- The youth population (under the age 18) is expected to increase to over 47,000 by 2005; an additional 6,300 children will reside north of Shea Boulevard by 2005.

A Community Forum on Human Services in Scottsdale was held in March 2000 to obtain community feedback and determine human service needs of our community. Approximately 200 concerned citizens attended the Forum to discuss what human services are needed, where they are needed in Scottsdale, and who should address these human service needs. Critical human services needs identified included a need for more affordable housing, expedient transportation services, coordinated efforts among agencies, and greater public awareness of those services that are available. The feedback from the Community Forum provided additional direction in identifying human service needs for the Plan.



Human Services Funding Resources

The Human Services Division draws from a number of funding resources to support human service programs in Scottsdale. Approximately \$515,000 is allocated annually from Community Development Block Grants (CDBG), Scottsdale Cares, and General Fund Contract funds to non-profit agencies to support their human service programs; an additional \$1 million is allocated annually to non-profit agencies to provide housing acquisition and rehabilitation activities. In addition to funding non-profit agencies, over \$4.6 million is spent annually by the City of Scottsdale operating funds to support human service activities.

The City of Scottsdale continues its commitment to the Brokerage Concept: *Providing space to agencies who provide services to Scottsdale Citizens*. This unique partnership with human service agencies ensures human services are provided to our citizens needing assistance within our community. In FY 1998/99, the city partnered with 32 human service agencies by providing office space in four Human Service facilities. In 2000/01, 31 agencies provided services through 39 separate programs in the four Human Services facilities. It is anticipated that the Brokerage Concept will be expanded as new City of Scottsdale Community Centers are built in the next five years. Approximately 800 square feet will be dedicated to human service programs within these Community Centers.

City of Scottsdale General Plan Update

The City of Scottsdale General Plan has been updated and was ratified by citizens in March of 2002. As a result of the Growing Smarter Act, the General Plan Update, for the first time, includes a “Human Services” component. The Human Services 5 Year Plan is referenced specifically, in the General Plan, as the document that discusses human service needs along with recommendations to strategically address those needs.

Human Services Commission Objectives

The objectives of this Plan are the key policy considerations that will provide guidance in addressing human service needs in Scottsdale for the next five years. Each objective falls within the Human Services Commission Guiding Principles:

Address Scottsdale’s Human Service Needs. The objectives call for funding to non-profit agencies that address homelessness on a regional basis; support the increase of domestic violence transitional housing and counseling services; expand human services in the northern part of Scottsdale to meeting the growing needs in our community; and continue to assess demographic trends, identify unmet needs and monitor legislative issues that effect human service needs in Scottsdale.

Value Scottsdale’s Unique Lifestyle and Character. The objectives ensure accessibility to human services for families, youth, senior citizens, victims of domestic violence, and persons with mental and physical disabilities to promote and enhance their quality of life.



Seek Sustainability. The objectives ensure that economic development is not at the expense of low to moderate-income families and elderly. Future expansion and construction of City of Scottsdale Community Centers should include facility space for counseling services and other human service program activities.

Enhance Neighborhoods. The objectives call for increasing the availability and accessibility of community resources through the promotion of brokerage services in city facilities as well as the development of resources and partnerships to ensure the preservation of currently affordable housing for Scottsdale citizens of all ages.

Advance “Connectivity”. The objectives call for the promotion of affordable housing near employment and transit hubs in Scottsdale; ensure that Scottsdale citizens have access to human service facilities in each City of Scottsdale Planning Zone; and promote awareness and increase visibility of human service needs in Scottsdale to all citizens, staff, and local, State, and Federal entities.



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- A. Percent of Population by Planning Zone for Age Distribution
- B. Population Shift for Selected Populations
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BIBLIOGRAPHY



I. Introduction

Over the past twenty years, the City of Scottsdale experienced extraordinary growth in population, land area and economic development. Scottsdale is currently the second fastest growing city in Arizona and seventh fastest in the United States. During the 1980's, the city grew in land area through the annexation of nearly 100 additional square miles. Scottsdale will continue to grow well into the next decade due to the addition of several major master planned communities located north of the Arizona Canal. The economic base will be expanded by the build out of the Scottsdale Airpark, and the redevelopment of mature areas within the city.

Scottsdale is considered a net importer of jobs since it creates jobs faster than it is adding to its labor force. As a result, unemployment is at extremely low levels, approximately 30% lower than the rest of the metropolitan area. This job growth has produced an economic engine that is fueled by the construction, tourism, and retail industries. Scottsdale experienced double-digit growth in its sales tax collections in the 1990s and that growth continued for Fiscal Year 1999/2000 at 9%.

This economic growth trend was moderated somewhat in the second year of this plan when the combined effects of a slowing economy and a tourism industry devastated by the impacts of September 11 dealt serious blows to the diversified economic base in Scottsdale. City departments were asked to respond to the unanticipated loss of retail sales tax revenue with mid-year budget reductions. The Human Services share of that budget reduction was 2.9%, and the budget for the coming year will be less than the budget originally adopted last year. Even so, such issues as the lack of safe and affordable housing, changes in family composition and increasing needs of people in poverty are present in Scottsdale as they are in any other urban area. As the composition and structure of the Scottsdale population changes, the city will need to identify human service trends that will impact our community in the coming years.

Major trends impacting the City of Scottsdale include:

- **The severity and scope of family difficulties are greater each year, and will create demand for expanded intervention services;**
- **The demand for emergency assistance and counseling services is on the rise in the northern half of the city;**
- **There is growth in the Spanish speaking population;**
- **A growing senior population will require more non-emergency specialized transportation, emergency transportation and socialization services each year.**
- **Public transportation has had improvements but remains inadequate.**
- **The affordable housing gap is increasing in Scottsdale, especially for those at the lowest income levels.**
- **Retail and service jobs (and retail sales and bed tax) were lost in the aftermath of September 11.**



- **A community decision has been made to open a Family Advocacy Center.**
- **There is an increasing gap between the median income in Scottsdale and the median income in the rest of the metropolitan area.**
- **There is a current decline in federal, local, institutional and corporate funding for local human services needs.**
- **Unemployment is rising.**
- **Moderate increases in racial and ethnic diversity continue.**
- **There is continued growth in the median income for Scottsdale.**
- **The youth population (younger than 21) is now as large in the three northern planning zones as it is in the two southern ones.**

This plan update will identify the trends, determine the needs for human services and propose objectives for the City of Scottsdale for the next five years. The findings of this plan are based on demographic data, funding source history and the experience of City staff and the Scottsdale Human Services Commission.

II. Purpose

The purpose of the 5 Year Human Services Plan is to guide the city in a more strategic approach to address the human service needs in the Scottsdale community. The Plan will take a look at what funding resources are available for human service programs and how they have been distributed in the past to meet human service needs. In addition, significant trends will be identified within funded populations to determine where human services are needed in Scottsdale. The plan addresses local human service needs of six target group populations:

1. Adults in General
2. Homeless
3. Victims of Domestic Violence
4. Elderly
5. Persons with Disabilities
6. Youth and Families

The Plan will examine each population group, determine their demographic trends by the city's Planning Zones, prioritize problems, analyze their needs, and identify funding sources to meet those needs. In addition, the plan will address human service facility needs for the next five years to ensure that:

- Additional facility space is allocated for human service activities as new city community parks are planned and built;
- Human Service's "Brokerage Concept" continues to provide office space and support for agencies as the city continues to expand to the north.



Finally, the five year Human Services Plan will be incorporated into Scottsdale's General Plan. This provides the unique opportunity to put a "human element" into the General Plan, which has never existed in previous revisions of the Plan.



III. Methodology

This Five-Year Human Services Plan for 2002-07 updates a plan first published in May of 2000. Every effort has been made to document changes in demographic information, services, facilities and events. However, some of the information used in the 2000 Plan remains the best available information. In instances where the data has changed but the 2000 information still has relevance for the historical context, information has been added to the earlier information. In cases where it would be confusing to retain the older data, the document has been changed to reflect the current situation and new future needs and objectives.

The data used in this document is derived from US Census Bureau data from the 2000 Census, the 1995 Special Census, 1990 Census and selected data from the Maricopa County Association of Governments (MAG) and the Arizona Department of Economic Security. In addition, program data was obtained from human service agencies serving Scottsdale citizens as well as operational data from the City of Scottsdale Human Services Centers (Vista Del Camino, Youth and Family Services, Civic Center Senior Center, Community Assistance Office, Paiute Neighborhood Center and Via Linda Senior Center).

Population projections used in this plan were obtained from the City of Scottsdale Community Planning Department. Assumptions made related to Scottsdale demographic distribution in the future were derived from the 1995 Special Census proportions. It is important to note that the 1995 Special Census data was limited in size and scope and, in the case of Scottsdale and Maricopa County, further limited by recruiting Census Takers and finding all of the households.

Human Service programs discussed in this Plan are limited to resources administered by the City of Scottsdale. Human Service programs listed in the Funding Population Section relate to programs funded by either grant funds (CDBG, HOME, Scottsdale Cares), that are awarded annually by the Human Services Commission, or programs funded in the City of Scottsdale's General Fund and managed by City of Scottsdale staff. It is important to note that Scottsdale citizens receive substantial support from other organizations, such as United Way and Arizona Department of Economic Security, which provide human services in the community. For the purposes of the Plan, discussion is limited to resources that are under the direction of the Human Services Commission and City of Scottsdale staff.

Determining unmet needs of Scottsdale residents is a complex and imprecise task. The Plan identifies the number of Scottsdale citizens served from resources under the management of the City of Scottsdale; however, this Plan does not address the number of Scottsdale citizens served from other governmental entities or non-profit agencies providing social services in Scottsdale. Therefore, any calculation used to determine unmet needs would be overestimated. Instead, Significant Trends were identified for each funding group population to determine who needs these services and where the human services should be directed in Scottsdale.



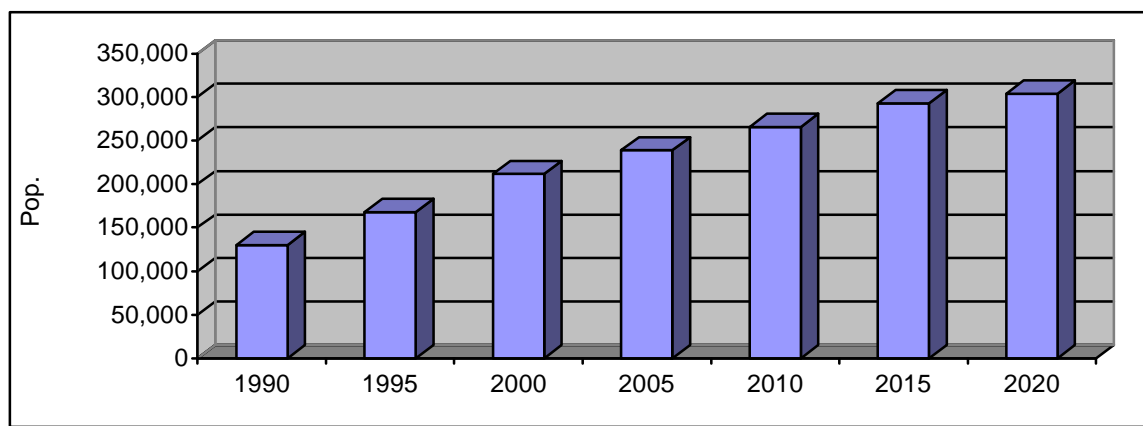
It is anticipated that the Plan will be updated each year. The next update will include all of the demographic data from the 2000 Census. Initial demographic reports from the 2000 Census were completed in Spring 2001. However, income information at the Census Tract level will not be available until after July 2002.



IV. Demographic Trends

Scottsdale is centrally located within Maricopa County and encompasses an area approximately 185.2 square miles. The population within the city's boundaries will continue to increase over the next twenty years. The City of Scottsdale is the 4th largest city, in terms of population, in Maricopa County. Scottsdale's share of Maricopa County is approximately 6% of the total population. That proportion is likely to increase since Scottsdale is the second fastest growing city in Arizona, behind Chandler.

While the 1990 Census of Population and Housing reported Scottsdale's population at 130,075, the 1995 special census reported a population of 168,176; a 29% increase in a period of just five years. During the five-year period, Scottsdale averaged an increase of more than 7,500 residents per year. The U.S. Census Bureau reported in November 1997 that Scottsdale is now the seventh fastest growing city in the nation in terms of percentage of population growth in the 1990's. The 2000 Census set the current population (Year 2000) at 202,705; this is a 56% increase over 1990's population count.



SOURCE: City of Scottsdale Planning Department

It is probable that these growth trends will continue throughout the next two decades. Maricopa County population projections estimate Scottsdale's population to increase by as much as 75% between the years of 1995 and 2015. The City's Planning Department estimates that Scottsdale population will more than double from the 1990 population of 130,075 to an estimated 303,659 by 2020.

City of Scottsdale Planning Units

For the purposes of the Human Services Five Year Plan, the City is separated into five planning zones. These zones were established based on residential, commercial and community features in each area or "zone". The use of Planning Zones will provide a consistent approach to planning City services since other departments separate the City in a similar manner. The Planning Zones are diverse in population and geographic size:



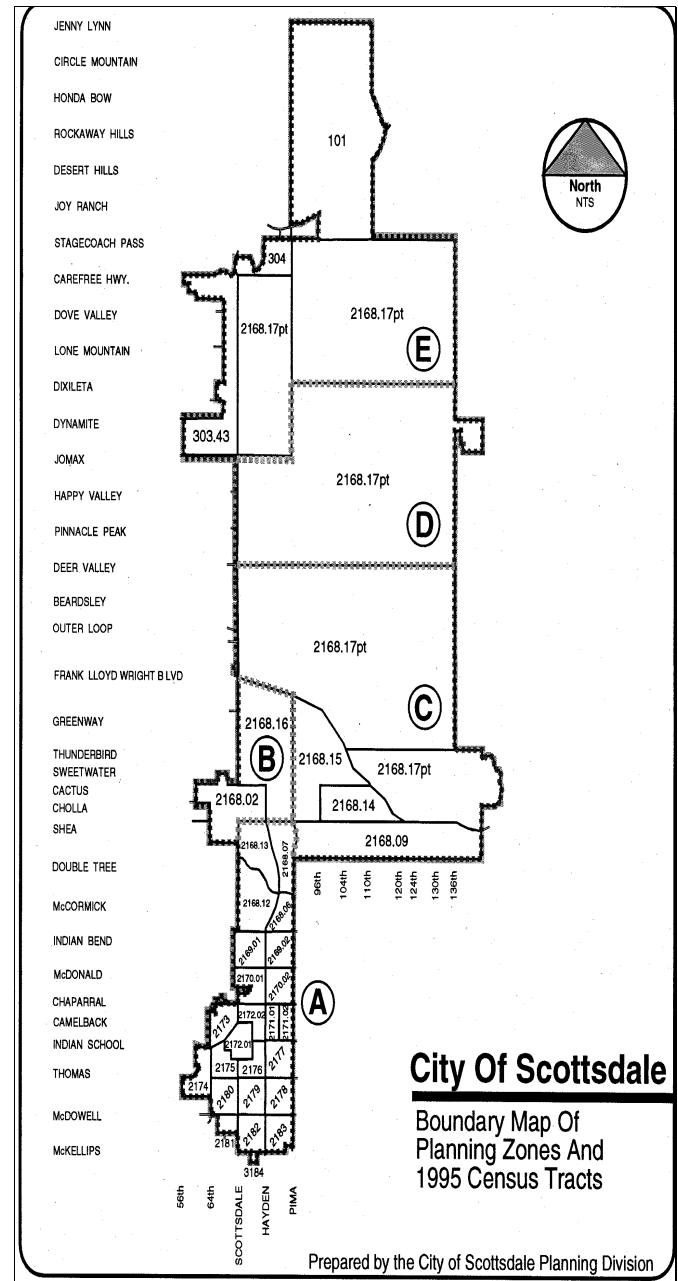
Planning Zone A – is the established, more mature area of Scottsdale. The southernmost area contains neighborhoods typical of the 1960's and early 1970's. The area located further north has large master planned communities built in the late 1970's and 1980's (McCormick Ranch, Gainey Ranch).

Planning Zone B – relatively small zone packed with economic activity and concentrated population base. The area contains the Scottsdale Airpark which has a diverse mix of retail and corporate offices. The resident population in the area resides predominately in higher density single family homes, townhomes, condominiums and apartments.

Planning Zone C – contains several major master-planned communities (Grayhawk, McDowell Mountain Ranch, DC Ranch). These communities will bring significant residential growth in the next decade.

Planning Zone D – will experience moderate to slow residential growth as a reflection of the lower densities in this desert area. This zone is dominated by master-planned communities with golf courses.

Planning Zone E – low density, high desert environment will experience some residential growth in the next ten to twenty years. Several master-planned communities with golf amenities are located within the zone.





City of Scottsdale Planning Zones	RESIDENT POPULATION			
	Estimated 2000	Projected 2005	Population Increase/(Decrease)	Percentage Growth 2000-2005
Planning Zone A	96,106	93,850	(2,256)	-2.3%
Planning Zone B	11,103	10,832	(271)	-2.4%
Planning Zone C	69,698	84,950	15,252	21.9%
Planning Zone D	11,846	14,071	2,225	18.8%
Planning Zone E	22,961	35,054	12,093	52.7%
City of Scottsdale Total	211,714	238,757	27,043	12.8%

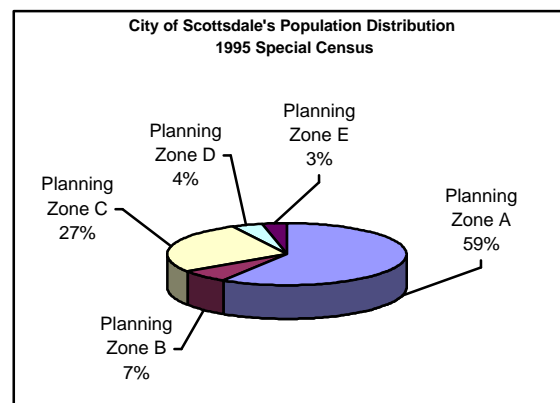
Source: City of Scottsdale Planning Department

2002 Plan Update

Although the actual numbers from the 2000 Census generally supported the projections made from the 1995 Census, there were noteworthy exceptions.

	RESIDENT POPULATION
	Census 2000
City of Scottsdale Planning Zones	
Planning Zone A	98,425
Planning Zone B	11,829
Planning Zone C	70,317
Planning Zone D	11,726
Planning Zone E	10,167
Scottsdale Total	202,464

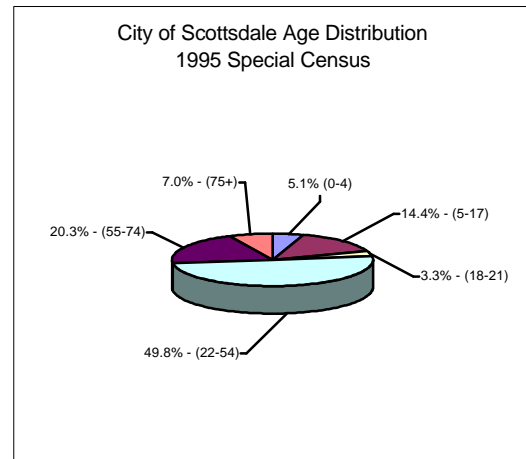
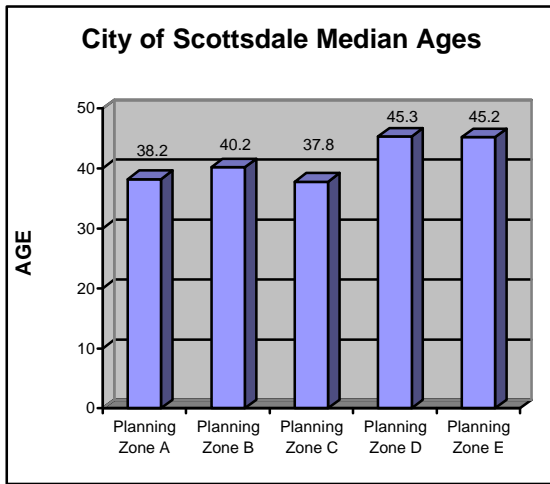
- ❑ The increase in total population was less than had been projected. The official population was counted at 202,705, which still represented an increase of more than 20% in just five years.
- ❑ The projected population shifts between in Planning Zones B, C and D closely followed the City's earlier projections.
- ❑ The increase in population in Planning Zone E was less than half the number projected, although the number did nearly double to 10,167 from 5,464 in 1995.





Age Distribution by Planning Units

The largest portion of Scottsdale residents is within the age group of 22 years to 54 years. This age group contains the “Baby Boomers” which skews the proportion of adults in the general population. The “Baby Boomers” are beginning to enter the near-elderly population and will continue to skew that population for the next twenty years. Children under the age of 18 constituted 19.5% of Scottsdale’s population in 1995 and it is anticipated that this population will increase as master planned communities in the Northern areas in Scottsdale are built out.



The median age of a Scottsdale resident, determined by the U.S. Bureau of the Census, was 39.7 years in 1995. Planning Zone C had the youngest median age, 37.8 years, and Planning Zone D had the most mature median age, 45.3 years. Although Planning Zones D & E have the older median ages, Planning Zone A contains the largest concentration of elderly in Scottsdale. In 1995, approximately 30,600 residents over the age of 55 years were located in Planning Zone A. It is anticipated that the senior population in Zones C, D, and E will increase by 31% or 7,450 additional seniors by 2005.

Planning Zones A and C contain the largest population of children (Ages 0 – 17). Of the 31,946 children accounted for in the 1995 Census, 51% (16,211) resided within the boundaries of Planning Zone A and 34% (10,855) were located in Planning Zone C. It is anticipated that by 2005, the children’s population in Planning Zone C will increase to at least 20,388; an 88% increase from 1995.

City of Scottsdale Age Distribution 1995 Special Census						
AGE	Planning Zone A	Planning Zone B	Planning Zone C	Planning Zone D	Planning Zone E	Scottsdale Totals
0 – 4	4,349	520	2,714	396	284	8,263
5 – 17	11,862	1,978	8,141	953	749	23,683
18 – 21	4,448	384	1,176	176	126	6,310
22 – 54	47,545	5,799	24,605	3,673	2,541	84,163
55 – 74	20,956	2,035	6,784	1,906	1,585	33,266
75+	9,687	588	1,809	227	180	12,492
	98,847	11,304	45,229	7,331	5,465	168,177

**2002 Plan Update****City of Scottsdale Age Distribution**

	A	B	C	D	E	
0 - 4	4,406	601	4,373	706	356	10,442
5 - 17	11,847	2,156	12,147	1,437	1,120	28,707
18 - 21	2,987	370	1,671	189	149	5,366
22 - 54	47,947	5,569	36,700	5,572	4,296	100,084
55 - 74	21,120	2,366	11,930	3,361	3,792	42,569
75+	10,118	767	3,496	461	454	15,296
	98,425	11,829	70,317	11,726	10,167	202,464

**Comparison of 1995 and 2000 Counts
For Age Distribution
By Planning Zone**

	1995 Census	2000 Census	1995 Census	2000 Census	1995 Census	2000 Census	1995 Census	2000 Census	1995 Census	2000 Census
	Planning Zone A	Planning Zone A	Planning Zone B	Planning Zone B	Planning Zone C	Planning Zone C	Planning Zone D	Planning Zone D	Planning Zone E	Planning Zone E
0 - 4	4,349	4,406	520	601	2,714	4,373	396	706	284	356
5 - 17	11,862	11,847	1,978	2,156	8,141	12,147	953	1,437	749	1,120
18 - 21	4,448	2,987	384	370	1,176	1,671	176	189	126	149
22 - 54	47,545	47,947	5,799	5,569	24,605	36,700	3,673	5,572	2,541	4,296
55 - 74	20,956	21,120	2,035	2,366	6,784	11,930	1,906	3,361	1,585	3,792
75+	9,687	10,118	588	767	1,809	3,496	227	461	180	454

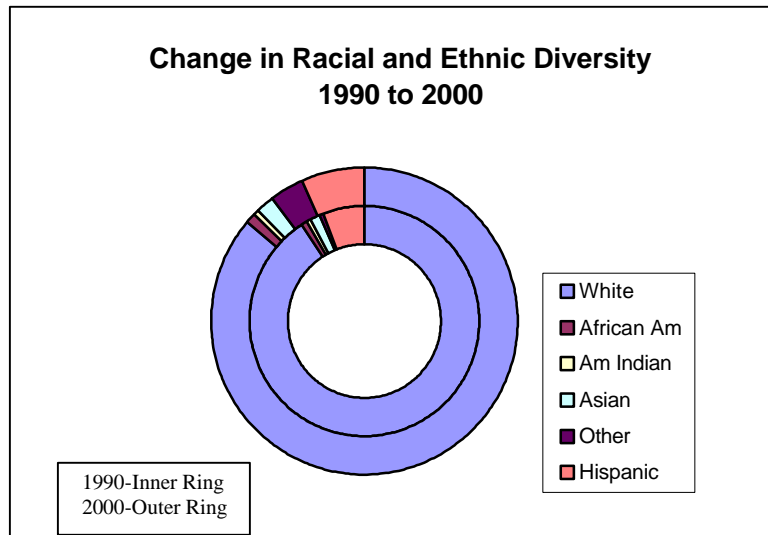
Issue arising in 2001

The number of people between the ages of 18 and 21 decreased by 17.6% between 1995 and 2000.



Race and Ethnicity by Planning Units

White persons make up the majority population in Scottsdale, as is the case in Maricopa County as well as Arizona. 92.2% of Scottsdale's total population is considered white. Scottsdale is becoming a more racially diverse community as the city continues to grow in population. In fact, the White population declined to 92.2% from 96% of the total population in 1990.

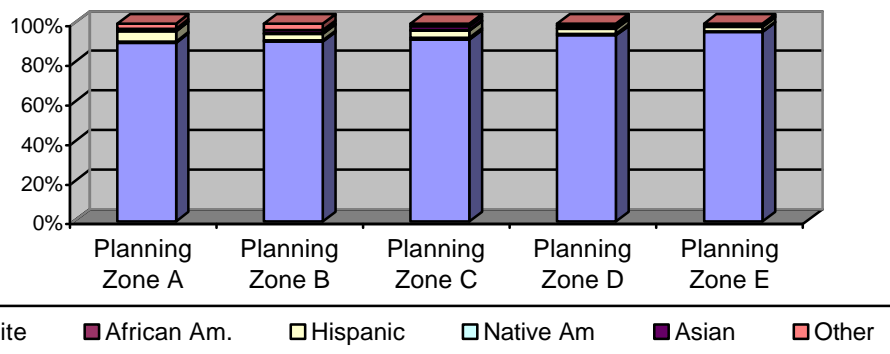


The second largest ethnic population, Hispanics, is 7% of the total population; and this represents a 69.4% increase in the Hispanic population since 1990.

City of Scottsdale Ethnicity Distribution 1995 Special Census

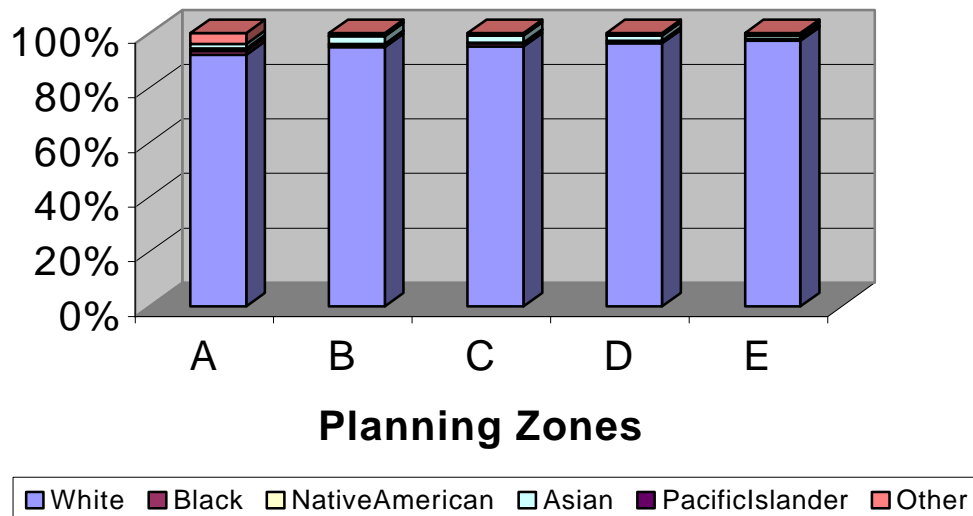
	Planning Zone A	Planning Zone B	Planning Zone C	Planning Zone D	Planning Zone E	Scottsdale Totals
White	89,160	10,265	41,611	6,892	5,229	153,157
African Am.	593	90	362	59	22	1,126
Hispanic	5,140	362	1,628	191	126	7,446
Native Am.	494	34	90	15	22	655
Asian	988	192	905	110	33	2,228
Other	2,471	362	633	66	33	3,565
Total	98,847	11,305	45,229	7,332	5,464	168,176

City of Scottsdale Race and Ethnicity by Planning Unit - 1995 Census



**Race and Ethnicity Distribution 2000 Census**

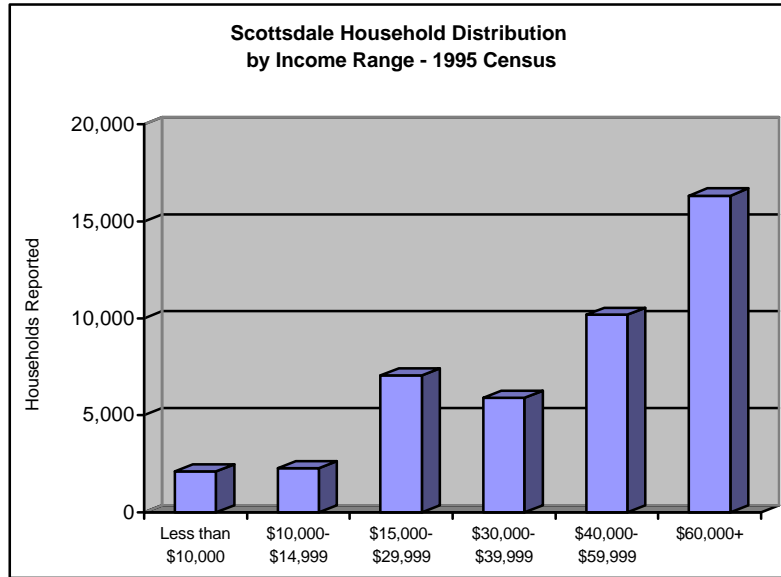
	Planning Zone A	Planning Zone B	Planning Zone C	Planning Zone D	Planning Zone E	
Anglo	88,660	11,096	65,902	11,201	9,797	186,656
Black	1,361	106	883	93	56	2,499
Native Hawaiian	81	24	40	14	8	167
Native Am	949	51	214	8	18	1,240
Asian	1,540	327	1,747	222	120	3,956
Other	3,795	98	549	84	75	4,601
Two or more	2,039	127	982	104	93	3,345
	98,425	11,829	70,317	11,726	10,167	202,464
Hispanic	10,456	412	2,615	353	270	14,106

**Race and Ethnicity by Planning Unit
Census 2000**

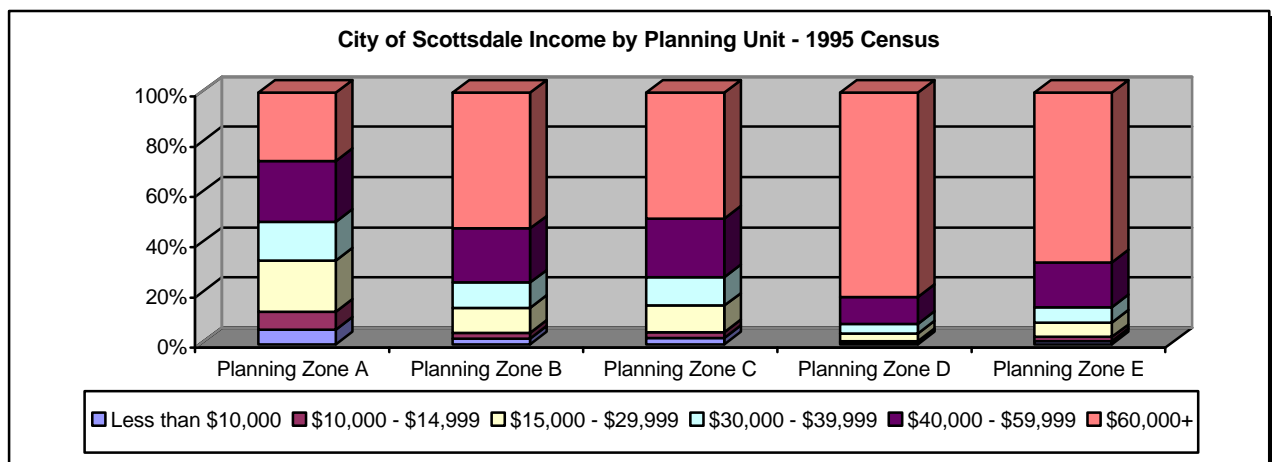


Income by Planning Units

Income by Planning Unit was not available at the time of this update.



The median household income for all of Scottsdale in 1995 was \$48,319. Planning Zone A contains a relatively even distribution of income when compared to the other Planning Zones located in the northern area of Scottsdale. A disproportionate amount of residents in Zones D and E have annual income above \$60,000. In fact, 38.3% of all Scottsdale households that reported income for the 1995 Special Census responded that they made over \$60,000 annually. 9.5% of Scottsdale's population had annual income below \$15,000; the majority of these families, 82.2%, were located in Planning Zone A



City of Scottsdale Households: Income Distribution by Planning Unit 1995 Special Census						
	Planning Zone A	Planning Zone B	Planning Zone C	Planning Zone D	Planning Zone E	Scottsdale Totals
Less than \$10,000	1,564	62	283	12	13	1,934
\$10,000 – \$14,999	1,886	62	283	15	16	2,261



\$15,000 - \$29,999	5,427	269	1,225	62	58	7,040
\$30,000 - \$39,999	4,139	269	1,319	80	62	5,870
\$40,000 - \$59,999	6,416	587	2,732	225	180	10,139
\$60,000+	7,244	1,460	5,840	1,704	685	16,933
Total	26,675	2,709	11,680	2,100	1,013	44,178

Note: 41.2% of Scottsdale households did not report income for the 1995 Special Census.



V. Community Forum on Human Services

The Human Services Community Forum was held on March 21, 2000 at the Horizon Park Community Center. Approximately 200 people attended the Forum. Participants included concerned citizens, community activists, individuals from the business community, educators, parents, students, executives and administrators of non-profit agencies, and representatives from various faith communities.

The goal of the Community Forum was to determine the human service needs of our community. It focused on those that are met, those that are not met. The forum addressed where they should be provided, i.e., geographically within Scottsdale or regionally and it looked at when the service would be required, whether the need was immediate or would be phased in during the City's five-year planning horizon. The following five focal areas of greatest concern were examined in-depth at the forum by those most involved in either providing services, advocating for services, or receiving services:

- Housing/Employment
- Domestic Violence
- Families in Crisis/Basic Needs
- Issues for Seniors
- Youth Issues

A common thread runs through all of these five areas. It is the need for more affordable housing, expedient transportation services, coordinated efforts, and greater public awareness of those services that are available. These needs are required across socio-economic lines and affect Scottsdale's citizens regardless of age, race, ethnicity, or gender.

The summary of the Breakout Sessions that follows details the participants' perceptions of the human service needs in Scottsdale. The participants' feedback provides additional data in identifying human service needs to be incorporated in this Plan. Please refer to the Appendix Section of the Plan for a complete list of issues addressed during the Forum.

Housing /Employment:

1. **Transportation:** Adequate transportation is the linking factor between affordable housing and job centers. The "service gaps" included poor availability (times, locations, routes), insufficient or lacking regional coordination, and lack of incentives to employers to address the transportation needs of their employees. Although considered to be a citywide/regional issue, the Airpark was seen as a more immediate requirement for resolution.
2. **Housing Affordability:** There is no affordable housing at, or close to, employment hubs, nor suitable transportation near to those affordable housing areas that do exist.



There are no incentives for developers to provide affordable housing as part of new or redevelopment planning. Options for first time buyers, young professionals, and/or the elderly are non-existent. Many residents are “house rich but cash poor.” There is no linkage between property management and social services, nor provisions for continuum of care housing. Advocates for the disabled were concerned that the city did not go far enough to require accessible places for people to live. In summary, housing costs and the lack of quality, affordable housing were having adverse impacts on the people who live and work in Scottsdale.

3. **Employment:** These issues were mostly related to housing and transportation, already discussed. Additional concerns were the quality and affordability of childcare, the need for training/educational programs, and the adverse impact of low wages and jobs without employee benefits.

Domestic Violence (DV):

1. **Housing/Shelter (Emergency):** Scottsdale has only one shelter (Chrysalis) to meet the needs of this population, and the focus was on the need for increased funding to provide additional shelters and services. In particular, those women who either do not earn an income or receive low income have limited choices to where they can go when confronted with a domestic violence situation. Scottsdale has a lack of assets required to deal with emergency beds, transitional housing, and/or affordable housing. Greatest emphasis was placed on the requirement for transitional housing that would allow a family to stay for up to 24 months. It would accommodate a family with several children, including older male offspring, allow children to remain in school and mothers to be close to their employment, and provide for special populations such as older women or single women who have no children.
2. **Counseling:** There are not sufficient services that would include out patient, group counseling, and follow up care. Existing services are at capacity and they are too restrictive to meet all needs, particularly nights and weekends. Other concerns are transportation, childcare, counseling for the children of abuse victims, and lack of awareness of available services which are being offered to Scottsdale residents.
3. **Coordinated Community Response (CCR):** A comprehensive service plan is needed to address the multi-faceted aspects of DV. There is a need for an on-going synchronized reporting and data collection system, which could link all providers of community human services and allow for the coordination of planning efforts.

Families in Crisis/Basic Needs:

1. **Health Care:** This issue is related to lack of affordable and accessible medical, dental, substance abuse, and psychiatric care, particularly those who could not afford health insurance. There are insufficient services for special populations (disabled, elderly, children), and there is a requirement for both information about available agencies and services and for a helping hand with enrollment programs.



2. **Transportation:** The focus here was related to the need for extended bus service hours or other alternatives for nights and weekends, particularly in planning Zones C and D, and into the Airpark from all of Scottsdale. More services are required for disabled and elderly citizens.
3. **Affordable Housing:** There is a lack of affordable housing throughout Scottsdale and too few subsidized housing units citywide. Other unmet needs are substandard and/or hazardous residences and the requirement for more residential housing rehabilitation funding, shelter for families or individuals in crisis situations, and housing vouchers for the working poor.

Issues for Seniors:

1. **Transportation:** Current services are inadequate to serve the population. These include Dial-a-Ride, Red Cross, Volunteer Interfaith Caregivers Program (VICaP), some bus service, church groups, and taxi and other private pay services. The overriding theme was the need for a coordinated, specific plan that would be marketed by Scottsdale and would address all areas of the City, not only the newer ones. Main concerns were (1) lack of services in the north; (2) insufficient frequency and availability; (3) need for weekend and evening services; (4) regional coordination of bus routes; (5) appropriate and timely service for those disabled and needing assistance; and (6) a requirement for a practical information disseminating mechanism regarding options and availability of alternate resources.
2. **Housing:** The most cited concerns were long waiting lists for services, shortage of housing, location of available housing in unattractive and disadvantaged neighborhoods, need for reasonably priced assisted living facilities, assistance to allow seniors to remain in their current housing; and seniors without adequate housing or access to assistance. For those on fixed incomes, especially those who have become widowed and whose income has been reduced, home maintenance becomes less affordable.
3. **Lack of Services:** There is an inadequacy of services available to the senior community including relief to those who are isolated and lonely, companion care, socialization opportunities, home maintenance and repair services, weekend meals, properly trained geriatricians; adult day-care facilities; affordable counseling and case management; affordable health care and prescriptions; and a general concern about quality of life issues and independent living.

Youth Issues:

1. **Youth Activities:** The concept of positive school activities that contribute to the prevention of delinquency was identified as a key issue requiring safe places for youth to “hang out” where there are a variety of after school activities. Funding,



locations of services, and transportation to program sites were problematic. The lack of services, particularly in central and northern Scottsdale, ranged from social services to recreation and socialization programs.

2. **Parenting and Family Support:** The focus was on the changes in the variety and types of family systems, e.g., single parenting, grandparents raising grandchildren, absent parents, teen parents, etc., and the need for appropriate types of supports and education to strengthen each family system. Affordable and accessible childcare, the concern for the latch key population, and teenage pregnancy prevention, were also identified as needs.
3. **Youth/Adult Interaction:** There is a need for positive youth-adult programs which can provide more student involvement in the schools and the community through service learning, government and voting awareness, social interaction, leadership through involvement, planning of services, and mentoring opportunities.

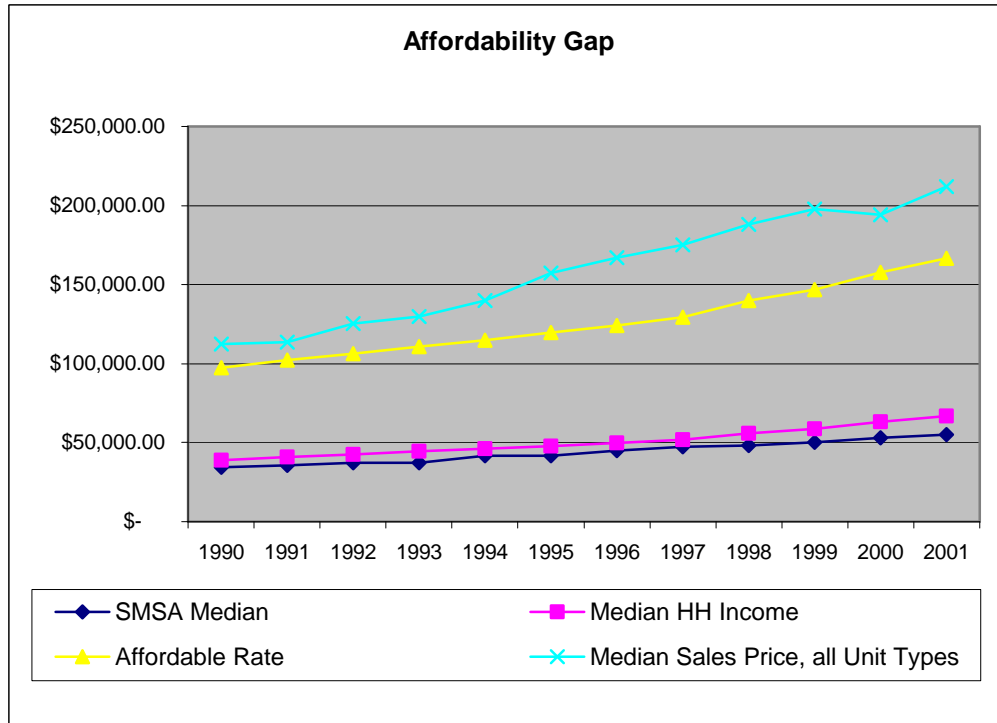
Other areas of concern, but not fully explored, were substance abuse, youth and family violence, poverty and homelessness, disabilities, racism, cultural awareness and positive portrayal and dignity of youth.

Issue arising in 2001

The Human Services Centers tend to experience the downturns in the economy before they make the headlines, as many of those served in the centers are the last to be hired and the first to be laid off. This trend began in the spring of 2001 and resulted in a substantial increase in requests for assistance at Vista del Camino over the prior fiscal year.

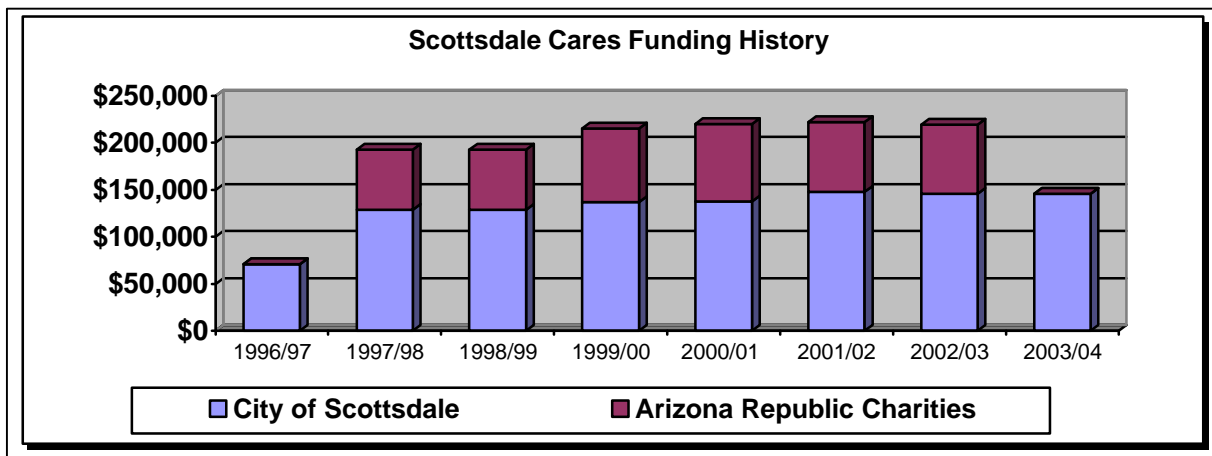
Issue arising in 2002

As the gap in housing affordability grows in the community, the gap in the median income for Scottsdale (\$66,600) also diverges further from that of the rest of the county (54,900), creating an increasing gap between the poor in and out of Scottsdale and the more affluent segment of our City.



Issue arising in 2001

In addition to increased demands for services in 2001, Scottsdale also received notice that CDBG and HOME funds from the Department of Housing and Urban Development would be reduced slightly in 2002 and that the Robert R. McCormick Foundation would discontinue the 50% match to the Scottsdale Cares Program in 2003.





On September 11, 2001, terrorist attacks in New York and Washington changed America. The effect of that change on funding for local non-profit service providers was immediate as institutional charities and individual contributors suddenly shifted contributions from local charities to the national tragedy relief effort. At the time of the writing of this update, it is unclear whether charity supporters will consider their contributions to the national effort to be supplemental giving or a higher priority replacement to their donations to local human services providers.



VI. Funding Populations

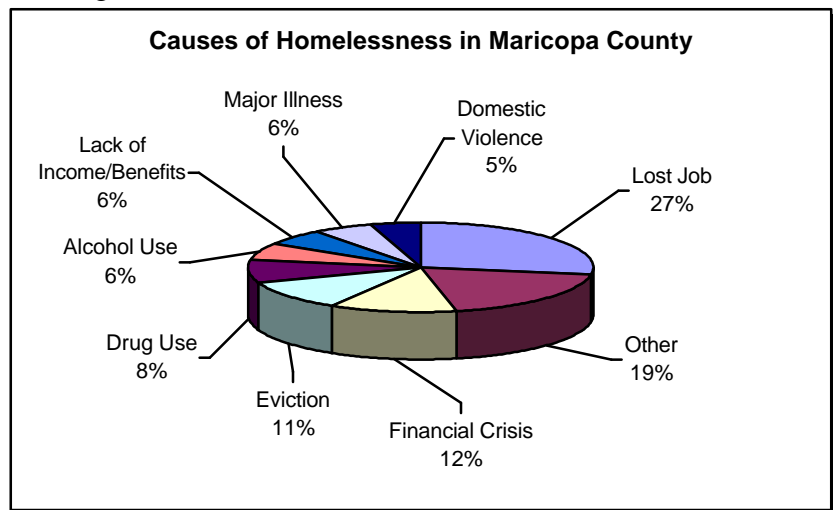
Funding Population: Homeless

People do not plan to be homeless. Unforeseen circumstances arise that create an economic crisis that effects a person's ability to pay for housing. Families and individuals experience homelessness when they encounter a short-term crisis that causes the loss of housing, or when a chronic or untreated health problem causes loss of stability.

The 1995 Special Census identified 6,542 homeless people in Maricopa County. The Maricopa Association of Governments Homeless Continuum of Care Regional Committee reports that this number has grown to 14,000 in 2001. The Census Bureau

did not officially identify any homeless families or individuals in Scottsdale. Census 2000 information on homelessness is not yet available. However, Scottsdale did participate in a countywide, point-in-time count of homeless persons on March 27, 2002. For that date, 63 unduplicated homeless people were counted in Scottsdale. While we do recognize Scottsdale may not have as many homeless as

other communities in the Valley, Scottsdale is committed to addressing homelessness on a citywide as well as regional (Maricopa County) basis.



It is misleading to assume that homelessness should be measured strictly by counting individuals in shelters or on the streets. Rather, a more appropriate measure of the magnitude of homelessness is the number of people who experience homelessness over time, not the number of "homeless people".

In 1996, a survey was conducted by the Health Care for the Homeless Coalition in Phoenix in conjunction with a number of other governmental and non-profit organizations.

This study remains current at the time of this update.

In 1998 the Maricopa Association of Governments (MAG) Regional Council updated its Homeless Plan. Key elements of the Plan determined:

- Homelessness is a regional problem;
- Homelessness includes single individuals, families with children, youth on their own and elderly and disabled persons;

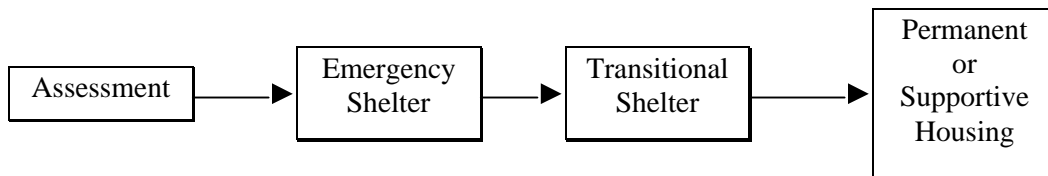


- Mental health problems continue to contribute to homelessness, 24% of respondents in the 1996 survey stated that they had been hospitalized in the past year for mental or emotional problems;
- There are still a predominance of males (70.3%), but increasing numbers of women and children; and
- There is a growing number of people with criminal histories, who are released from state correctional facilities with no discharge planning or identification, using shelter facilities.

The Continuum of Care model for assisting homeless families and individuals to achieve self-sufficiency is based on the understanding that homelessness is not caused merely by a lack of shelter, but involves a variety of underlying, unmet needs: physical, economic and social. Homelessness is a regional issue requiring participation and cooperation from both the public and private sectors. As identified in the MAG Homeless Plan, the best approach for alleviating homelessness is through a coordinated community-based process that provides a comprehensive response to the differing needs of homeless individuals and families. The fundamental components of a Continuum of Care system are:

1. Outreach and assessment to identify individual's or family's needs and connect them to facilities and services.
2. Immediate (emergency) shelter as a safe, decent, alternative to the streets.
3. Transitional housing with appropriate supportive services, such as job training/placement, child care, substance abuse treatment, mental health services, and instruction in independent living skills.
4. Permanent housing or permanent supportive housing arrangements.

Continuum of Care Model for the Homeless

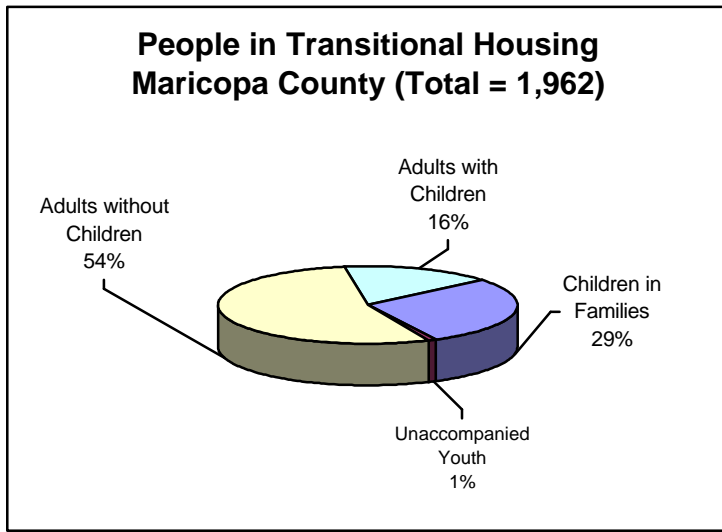
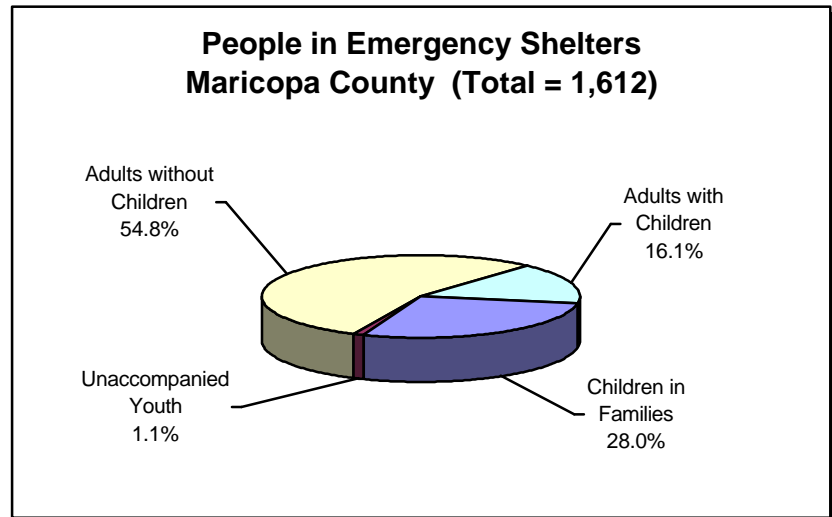


Although all four of these components are necessary for the Continuum of Care to be viable, not all homeless people will need access to each of these components. The services provided to the homeless are intended to assist them to resolve crises, develop a plan to return to self-reliance, or to assist those who are unable to become completely independent due to physical or mental disabilities. This type of strategy is currently being developed by local non-profit and public agencies throughout Maricopa County, including the City of Scottsdale, and is annually revisited for increasing funding opportunities to serve homeless needs in the Valley. The model of continuum of services puts an emphasis on prevention services to assist people to retain their housing and avoid the downward spiral that ends in homelessness.



On January 27, 1999, the Department of Economic Security conducted a Statewide Shelter Survey that evaluated who is using emergency shelters and transitional housing in Maricopa County. The survey was conducted for the one day; therefore, it provides a “snapshot in time” of shelter services.

Results of the survey indicated that 54.8% of individuals that used Emergency Shelters on January 27, 1999 were adults without children. 16.1% were homeless adults in families with children; the majority of these families (203 out of 259 families) had females as Head of Household.



Of the 1,962 individuals using Transitional Housing that day, 1,065 were adults without children. Most of these individuals were determined to be substance abusers. Over 28% were children in families and an additional 319 adults were in families with children.

In December of 2001, the Arizona Office of the Department of Housing and Urban Development and the State Department of Commerce released the draft of a statewide study on housing affordability by community. For Scottsdale, the study calculated that the gap in habitable affordable dwellings was 11,655 units, almost solely impacting on people with incomes below 50% of the median income for the metro area. Although the study presents a very credible baseline number for the need for decent affordable units, staff believes that the limitations of the methodology left out families of slightly



higher incomes who are doubled-up with other individuals or households. The study tends to support the prediction in the *Affordable Housing Strategy* adopted by the City Council in 1999 that by the year 2000, the overall gap in standard affordable housing units in Scottsdale would be slightly over 15,000 units.

City of Scottsdale Human Service Programs for Homeless - Fiscal Year 1999/2000

The Human Services Commission for Fiscal Year 1999/2000 awarded eight (8) contracts to non-profit agencies to address homelessness within the Valley. Approximately half of the funds (46.6%) were allocated to Transitional Housing Programs. The city continued its regional support of Emergency Shelters within the Valley by awarding \$17,250 in CDBG funds to Mesa CAN and \$46,000 in general funds to the Central Arizona Shelter Services in support of their operational costs.

Agency	Program Description	Funding Source	Amount Awarded	Scottsdale Citizens Served*
Central Arizona Shelter Services	Regional Emergency Shelter	General Fund	\$ 46,000	545
Comm. Info & Referral - CONTACTS	Assessment	CDBG	9,930	590
Concerned Citizens for Comm. Health	Emergency Services	CARES	37,100	1,450
Homeward Bound	Transitional Housing	CDBG	19,000	58
Mesa CAN	Transitional Housing	CDBG	17,250	1,174
PREHAB – La Mesita	Transitional Housing	General Fund	25,000	40
Save the Family – Case Management	Transitional Housing	CDBG	15,000	41
Save the Family – Children’s Project	Homeless Children’s Intervention Project	CARES	5,000	27
Total			\$174,280	3,925

*Note: “Citizens Served” is estimated for Fiscal Year End 6/30/2000 based on funding proposals and statistical reports submitted by the agencies as of 3/31/2000. Citizens served include homeless served on a regional basis; therefore, not all of the citizens served were from Scottsdale.

In April of 2002, the Human Services recommended continuation of support for programs to assist the homeless as follows:

Agency	Program Description	Funding Source	Amount Awarded
Central Arizona Shelter Services	Regional Emergency Shelter	General Fund	\$ 48,000
Central Arizona Shelter Services	Repairs to family shelter	CDBG	14,000
Child Crisis Center-East Valley	Emergency Shelter	CARES	5,000
Comm. Info & Referral - CONTACTS	Assessment	CDBG	10,000
Concerned Citizens for Comm. Health	Emergency Services	CARES	36,200
Homeward Bound	Transitional Housing	CDBG	19,000
Mesa CAN	Transitional Housing	General Fund	35,000



PREHAB – La Mesita	Transitional Housing	General Fund	18,000
PREHAB – La Mesita (Child development program)	Transitional Housing	CARES	5,000
Save the Family – Case Management	Transitional Housing	CDBG	15,000
Total			\$205,200

Significant Trends - Homeless

- A total of 6,324 beds (includes Emergency Shelter, Transitional Housing and Permanent Supporting Housing beds) are currently available for homeless in Maricopa County. (Maricopa County Gaps Analysis for Spring 1999).
- The Department of Economic Security estimates that, on average, 122 Single Individuals and 152 Families with Children are turned away on a daily basis in Maricopa County.
- It is estimated that an additional 5,659 beds are needed to meet the current needs of the homeless. (Maricopa County Gaps Analysis for Spring 1999).
- 2,685 beds, 42.5% of homeless beds available, are currently available for families and children; an additional 468 beds are needed to meet the unmet need for families and children.
- Police and outreach workers estimate that between 80-85% of street homeless people have a substance abuse problem. (MAG Homeless Plan Update - 1998)
- Homeless have increasingly higher debts to resolve, especially medical and dental because of lack of insurance.



Funding Population: Elderly

Although there are specific programs and services, such as senior centers, that are designed for the “elderly” or for “older adults” in which participating individuals may be younger than 60, for purposes of this plan, the Elderly are defined as those persons age 60 and older. The Elderly are a diverse group in terms of biological, psychological, and social characteristics and needs. With this in mind, programs should address the diverse needs of this population that emphasize the quality of life, the maintenance of dignity, individual choice, independence, and self-reliance.

Demographic Trends. During the next three to four decades, the United States can expect a very dramatic increase in both the number of elderly persons and the proportion of elderly persons in the population. The rapid growth of the elderly population, particularly the oldest in the population, is due in part to a triumph of the efforts to extend human life. But this population will also require a disproportionately large share of special services and public support. There will be large increases in requirements for special services in housing, transportation, recreation, and health. There will be large increases in very vulnerable groups, such as the oldest living alone, older women, and elderly unmarried persons with no living children or siblings.

According to the U.S. Census Bureau, America’s population age 65 or older grew by 74% between 1970 and 1999, from 20 million to almost 35 million people. The median age of the population has increased significantly from 28 in 1970 to almost 36 in 1999. Elderly women are more likely to live alone than are elderly men. The 1995 Census indicated that 76% of older men were married as compared with 43% of women. In terms of marital status in Scottsdale, 62.0% of the elderly (60+) population was married in 1995; 22.3% were widowed; 8.5% were divorced; and 6.8% were never married.

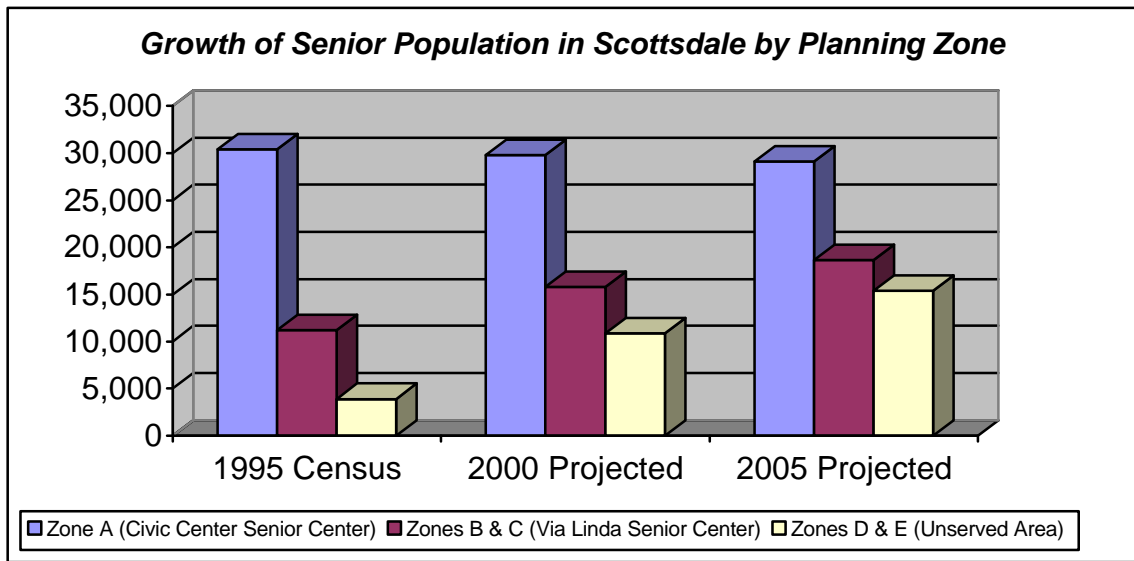
Population projections for the City of Scottsdale, for older adults, reveal a tremendous increase in the number of persons in this group as the baby boomers – those born between 1946 and 1964 – begin to retire. The oldest of the “boomers” will be 59 years in 2005 and this cohort will number about 65,000, or approximately 27% of Scottsdale’s total population.

Although population proportions for those 55+ are forecast to grow in Maricopa County, this plan assumes that the ratios in each of the Scottsdale planning zones will remain constant through the year 2005. (This assumption is a “conservative” estimate that will have to be modified when the Census 2000 figures have been fully analyzed).

The older adult population in Zone A is expected to remain fairly constant when comparing year 2005 to the base year 1995. Zones B & C, taken together since this area is currently served by an expanding Via Linda Senior Center, is expected to grow 66% in the same time frame. The greatest growth, however, will be the populations of Zones D & E, which are



expected to have a combined older adult population of 15,417, or an increase of 295%. (Note: At this rate, the 2015 forecasts are 28,000, 24,300, and 23,750 respectively).



	1995 Census	2000 Projected	2005 Projected	Percentage Increase (1995 to 2005)
Planning Zone A	30,363	29,793	29,094	-4.2%
Planning Zone B & C	11,216	15,819	18,654	66.1%
Planning Zone D & E	3,899	10,863	15,416	295.4%
Total	45,478	56,475	63,164	38.9%

2002 Plan Update

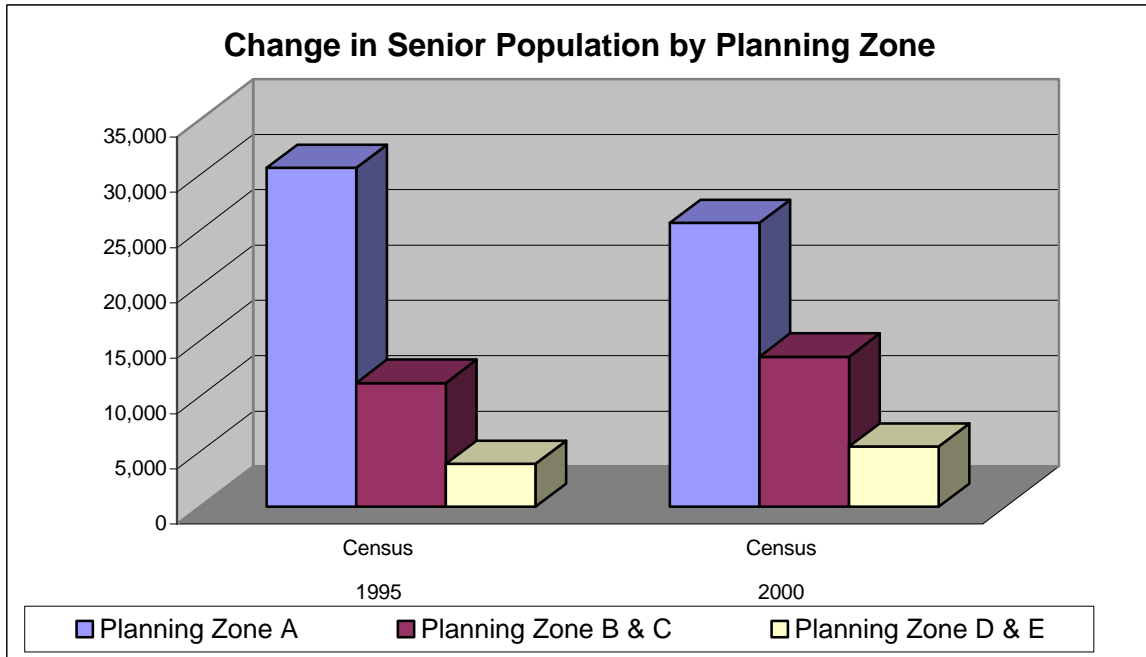
When Census Data began to be released for Scottsdale, the actual Census counts differed from the population numbers that the City had projected in estimates used for the original Human Services Plan. In fact the difference was significant enough that it is not possible at this time to determine projections for 2005. The population over 60 years old, turned out to be not only lower than expected, but lower even than the actual number living here in 1995. However, the subset of the Senior population over 75 years old did grow in each Planning Zone, and at a rate much more consistent with the growth rate of the population as a whole. The population decrease in the age group between 60 and 74 may be another indicator of the impact of Scottsdale's housing costs on people at economic turning points in their lives.

	1995 Census	2000 Census
Seniors 60 +		
Planning Zone A	30,363	25,650
Planning Zone B & C	11,216	13,593
Planning Zone D & E	3,899	5,435
Total	45,478	44,678



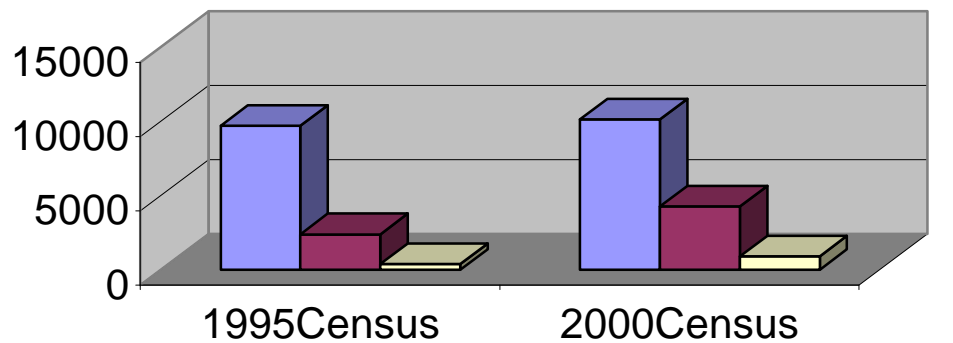
The growth in the age group over 75 is consistent with the demographics and the types of services sought by visitors to the Civic Center Senior.

	1995 Census	2000 Census
Seniors 75+		
Planning Zone A	9,687	10,118
Planning Zone B & C	2,397	4,263
Planning Zone D & E	407	915
Total	12,491	15,296





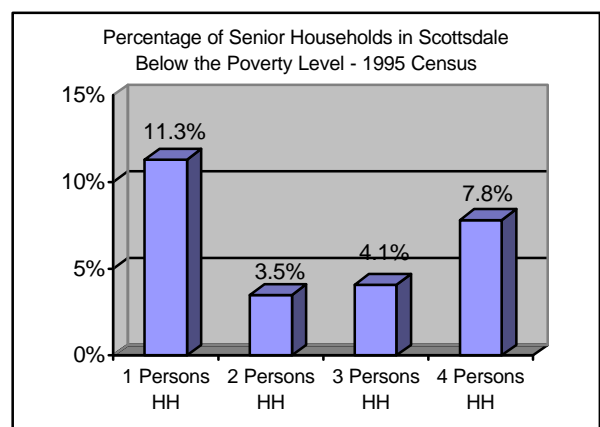
Change in Population Over 75 By Planning Zone



■ Planning Zone A
■ Planning Zone B & C
■ Planning Zone D & E

Economic Well-being. Due to increasing longevity, improvements in health care, personal responsibility for health and wellness, and advances in medical technology, more elderly are able to remain in their homes and enjoy independent living. Social Security and Medicare have been instrumental in assisting this population to achieve a higher standard of living and the poverty rate among the elderly is the lowest of any age group. However, there are many elderly whose income hovers just above the federal poverty level and there still remain segments of this population who are barely subsisting.

The poverty rate of Scottsdale's elderly mirrors that of the general community. According to the 1995 Special Census, approximately 750 households in Scottsdale, where the head of household is 60 years or older, were below the poverty line. Most of these (457) were single person households and, according to the '95 census, there was a 70% probability it was a frail elderly woman living alone.



Domestic Violence and Elder Abuse. As with all types of domestic violence, elder abuse is an extremely complex subject and cuts across all social and economic boundaries. Contributing factors are a combination of the victim's bio-psycho-social condition and the perpetrator's relationship and motivation factors. This is a serious and, some believe, a



worsening situation that is more difficult to identify among the elderly. This issue is discussed more fully in the section on **Domestic Violence**.

Transportation. For many years, needs assessments conducted by MAG and the Area Agency for the Aging have consistently identified transportation as a high priority. The inability to get to needed services, recreation facilities, or social functions is especially problematic for those with low incomes and functional limitations. As people age and have diminished eyesight or hearing impairments which may prevent them from driving, they will depend more on a public transportation system and other alternatives to support their independence. But the city's current transportation network favors the automobile over other modes.

The #1 Human Service issue for seniors at the 2000 Community Forum was transportation. The main concerns were:

- lack of services in the northern areas;
- insufficient frequency and availability;
- need for weekend and evening services;
- regional coordination of bus routes;
- appropriate and timely service for those disabled and needing assistance; and
- a requirement for a practical information disseminating mechanism regarding options and availability of alternate resources.

There is often a long wait for Dial-a-Ride services that do not cross-city boundaries into Phoenix, which results in additional waiting times for transfer. The Red Cross has only one van available for medical transportation services. For those willing and able to utilize the limited bus services that are available, there is a need for safe, shaded, cool bus shelters. As acknowledged in the 1999 Senior Services Report, Scottsdale will remain an appealing destination for the coming wave of "baby boomers." The report goes on to say, "The independent nature of the baby boomers and their desire to maintain mobility choices coupled with the anticipated growth in Scottsdale population will challenge the existing transportation network which is currently dominated by automobiles." Although transit continues to be a serious problem for Scottsdale seniors, it is important to acknowledge that there have been ongoing improvements and additions to transit services for seniors in Scottsdale in the last two years. These have included more seamless Dial-A-Ride service among the East Valley cities and the development of the Cab Connection and TRIP.

Affordable Senior Housing. In 1999, Scottsdale's Senior Services Task Force reported that the "increased senior population will place significant demands on a local housing market that is unable to keep up with current demand...and Scottsdale remains the second most expensive housing market in the Phoenix area." A large percentage of Scottsdale's seniors are on fixed incomes which, according to the report, represents only 65% of the median household income for a single person household in Maricopa County. It is currently estimated that, in Scottsdale, approximately 9,200 renters and 5,750 homeowners, many of whom are senior citizens and all of whom are below 80% of median income, are in need of housing assistance. At the time of this update, the City of Scottsdale Housing Agency



reported that 57 seniors (60+) were on the Section 8 Waiting List; waiting for rental housing assistance.

Housing was the #2 Human Services issue for seniors at the forum. The most cited concerns were:

- long waiting lists for those services which were available;
- shortage of housing;
- location of available housing in unattractive and disadvantaged neighborhoods;
- need for reasonably priced assisted living facilities;
- assistance to allow seniors to remain in their current housing, e.g., property tax reduction;
- seniors with no means of housing or assistance.

It was felt that the need was citywide with particular emphasis that housing should be close to facilities most used by and accessible to seniors.

For those on fixed incomes, especially those who have become widowed and whose income has been reduced due to the loss, home maintenance becomes less affordable. As property values increase, taxes rise proportionally. There comes a point on a fixed income budget where living in a single-family home in Scottsdale no longer makes economic sense and the obvious choice for many retired Scottsdale residents is to relocate to another community. As the Senior Services Task Force recognized, “When this happens, Scottsdale loses both tangible and intangible assets which maintain the stability and integrity of our neighborhoods.”

Basic Needs and Socialization. Migration and increased life expectations due to improved health care and health awareness have both contributed to the swelling of the older adult population in Scottsdale. These trends are predictors to both an increasingly active older adult population and a need for availability and quality of long-term care for this population. This leads to concerns regarding opportunities for socialization, proper nutrition, transportation, recreation, and elder specific health care.

Definitions of the age at which one becomes “elderly” do not reflect the reality of today’s society. Because of the advances in nutrition and health, people are living longer with years of post-retirement opportunity for work, leisure, learning, meaningful volunteer activities, skill retraining, and other emerging activities to maximize the potential of this age group. Those in their senior years are not a burden on society, but a large untapped resource of wisdom, job skills, and volunteer energy. Retired and relocated elders, due to changes in lifestyles and social roles, distances from family and social support systems, and other losses associated with advancing age, are often at risk for physical and psychological health problems which can lead to premature institutionalization or depression and suicide.

The third high priority issue voiced at the Human Services Forum was a “lack of services” available to the senior community. These included:



- relief to those who are isolated and lonely;
- companion care; socialization opportunities;
- in-home supportive issues;
- home maintenance and repair services;
- weekend meals;
- adequately trained geriatricians;
- adult day-care facilities;
- affordable counseling and case management;
- affordable health care and prescriptions;
- a general concern about quality of life issues and independent living.

It was acknowledged that many of these concerns are intertwined with transportation and affordable housing issues and require comprehensive broad-based planning and programs in order to provide relief.

To offset some of these concerns, there are the two senior centers that offer both socialization and recreation activities, but nothing available north of Shea Boulevard. The Civic Center Senior Center has a congregate meal program which provides a hot lunch for a nominal donation. There are two home delivered meal programs in Scottsdale that provide services up to Frank Lloyd Wright Boulevard, but weekend service is not offered. Each senior center offers support groups and services both for caregivers and for those under stress from a variety of losses. There is also a wide assortment of volunteer opportunities including programs available to seniors who wish to work with children. Transportation, as mentioned above, may be a barrier to wider participation in these programs. An ancillary issue was to recognize that, although the need is evident for the growing northern areas, the existing needs in Planning Zone A are urgent and immediate for an already in-place aging population.

City of Scottsdale Human Service Programs for Elderly - Fiscal Year 1999/2000

The Human Services Commission for Fiscal Year 1999/2000 funded five (5) non-profit agencies to conduct seven (7) programs that addressed senior issues within the City of Scottsdale. Tempe Community Action Agency was awarded \$71,000 to administrate three (3) senior programs that addressed nutritional, counseling and socialization needs. City of Scottsdale Human Services Division provides counseling, socialization, and basic needs services at its four public facilities.

Agency	Program Description	Funding Source	Amount Awarded	Scottsdale Citizens Served*
Area Agency on Aging	Benefits Assistance Counseling	CARES	10,000	337
Beatitudes Center DOAR	Volunteer Interfaith	General	12,000	225



	Caregivers Program	Fund		
Jewish Family Community Services	Client Assessment/Case Management	General Fund	15,000	90
Plus 50	Job Training/Employment	General Fund	5,000	210
Tempe Community Action Agency	Home Delivered Meals	CARES	18,000	179
Tempe Community Action Agency	Lunch Program	CDBG	29,000	380
Tempe Community Action Agency	Peer Counseling/Friendly Visitor	CDBG	24,000	125
	Subtotal		113,000	
Civic Center Senior Center	Senior Counseling and Program Activities	General Fund	451,805	9,417
Via Linda Senior Center	Senior Counseling and Program Activities	General Fund	309,851	4,431
Paiute Neighborhood Center	Senior Programs/Classes	General Fund	43,386	217
Vista del Camino	Basic Needs	General Fund	54,587	276
Total			\$972,629	15,887

*Note: "Citizens Served" is estimated for Fiscal Year End 6/30/2000 based on fund proposals and statistical reports submitted by the agencies as of 3/31/2000.

The City of Scottsdale Human Services Division provides counseling, socialization, and basic needs services at its four public facilities. This year, significant commitments for Senior services were demonstrated in the completion of the final phase of the Via Linda Senior Center and in the tentative identification of the Granite Reef and McDowell site as the location for the new Senior Center approved in the last bond election. In fiscal year 2002/2003, Scottsdale is again funding programs that address senior issues. The recommended allocations are as follows:

Agency	Program Description	Funding Source	Amount Awarded
Area Agency on Aging	Benefits Assistance Counseling	CARES	10,000
Beatitudes Center DOAR	Volunteer Interfaith Caregivers Program	General Fund	18,000
Jewish Family Community Services	Client Assessment/Case Management	General Fund	20,000
Plus 50	Job Training/Employment	General Fund	6,000
Tempe Community Action Agency	Lunch Program	CDBG	39,000
Tempe Community Action Agency	Peer Counseling/Friendly Visitor	CDBG	12,500
Total			\$105,450

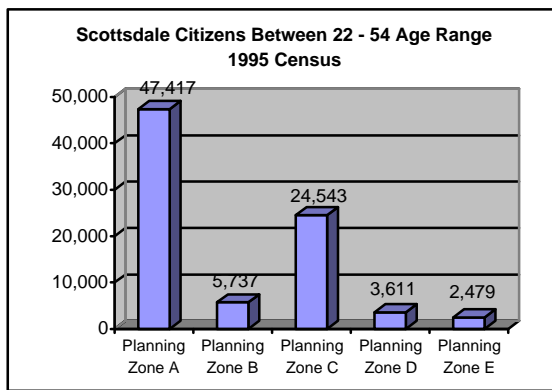
Significant Trends – Senior Population



- The older adult population in Scottsdale is expected to increase markedly by 2005 as the leading edge of the baby boom begins to turn 60. The largest increase will be located in Planning Zones C, D and E.
- A growing number of older adults cannot keep up with the high cost of living as medical care and housing costs continue to rise.
- Lack of nutritional services throughout the city, especially in the northern area of Scottsdale. Congregate meals are currently served only at the Civic Center Senior Center, one day a week at Vista del Camino and home delivered meals are only delivered currently to Frank Lloyd Wright Boulevard. Weekend service for home delivered meals is not currently available.
- It is currently estimated that, in Scottsdale, approximately 9,200 renters and 5,750 homeowners, all of whom are below 80% of median income, are in need of housing assistance; many of these are senior citizens.
- There is a lack of adequate public transportation services for seniors; especially services for those seniors living north of Central Arizona Project.
- There is a lack of recreational and socialization activities as well as counseling services available to older adults in Planning Zones D and E.

Funding Populations: Adults (General)

This population includes human service programs which are generally needed by individuals who do not fall into the other population definitions used to categorize programs for continuum of care (homeless persons), elderly, persons with disabilities, youth and families, and victims of domestic violence. For the purposes of this plan, the adults (age range 22 yrs to 54 yrs) within this funding population use programs that provide services for



legal assistance, substance abuse treatment, and mental health counseling. Typically, these are individuals that earn incomes below the poverty level and cannot afford to pay for these services themselves.

Adults between that age of 22 years and 54 years old comprised 49.8% of Scottsdale population in 1995, a total of 83,787 citizens. The majority of these adults live in Planning Zone A (56.6%) and Planning Zone C (29.3%). It is estimated that the total

population of this age range will increase to 118,900 by 2005, a 42% increase. Although a significant proportion of this population is married and have children, many people are choosing never to marry or choose not to have children. The 1995 Special Census indicated that 53,159 individuals (63.5%) within the 22 to 54 age range did not have children under



the age of 18. In addition, 22,889 (27.3%) individuals within this age range were never married.

The majority of individuals within this population segment requiring human services in Scottsdale are considered to be people living in poverty and the working poor. These individuals do not have the financial means to pay for legal assistance or professional counseling when a crisis arises. The number of individuals living in poverty in Scottsdale is 11,650 according to the 2000 Census. Federal poverty guidelines change annually. In 1996, the poverty level for a family of two was defined as annual income of \$10,360 or less; in 2000, the poverty level for a family of two was \$11,250. And in 2002, it was \$11,940.

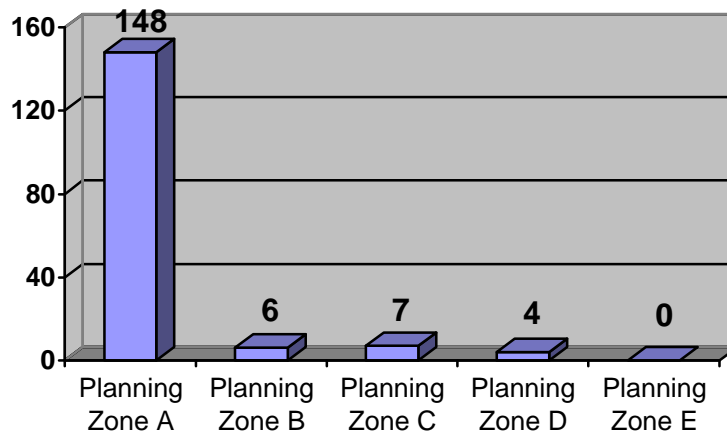
2002 Poverty Guidelines for the 48 Contiguous States

1	\$8,860
2	11,940
3	15,020
4	18,100
5	21,180
6	24,260
7	27,340
8	30,420

Federal Register, 02/24/2002

National trends in employment indicate that many employers are hiring individuals on a part-time or contract basis, which usually offers limited benefits, especially health coverage. In the past few years, many individuals have moved off the welfare rolls in Arizona. These individuals are quickly finding out that entry-level jobs do not pay enough to support basic needs and childcare subsidies and

TANF Welfare Recipients in Scottsdale as of March 2000



healthcare benefits are eliminated. Of the 20 fastest growing occupations in Arizona, 88% pay less than a living wage and 40% pay less than half of the living wage. The Arizona Department of Economic Security defines the Arizona Living Wage as "the minimum income required to meet a family's basic needs, inclusive of food, transportation, housing, day care, health care, clothing/personal, telephone, and taxes. The Arizona Living Wage for a family of four in 1999 was \$32,391 (\$15.57/hour); the average wage earned from a former TANF/Welfare Recipient in 1999 was \$13,707 (\$6.59/hour). As of March 2000, there were a total of 165 Scottsdale families receiving TANF; the majority of recipients, 90%, are located in Planning Zone A. In, March of 2002, The Children's Action Alliance published a study entitled *The Self-Sufficiency Standard for Arizona*, which reported that the wages per parent needed to cover the cost of basic needs for one or two parents with an infant and



preschooler in Scottsdale are the highest identified in Arizona, at 19.88 and 11.68 per hour respectively.

The inability to earn a sufficient amount of income to provide for basic needs offers little ability for the working poor to afford to pay for legal or counseling services. In Fiscal Year 1998/99, Community Information & Referral received over 3,000 inquiries for basic needs and clothing from Scottsdale residents. In addition, approximately 7% of the individuals were referred to legal assistance and counseling services.

City of Scottsdale Human Service Programs for Adults (General) - Fiscal Year 1999/2000

The Human Services Commission for Fiscal Year 1999/2000 awarded a total of three (3) non-profit agencies to address human service needs for Adults in General amounting to a total funding amount of \$20,000. The East Valley Addiction Council received the largest portion of funding (\$10,000), Community Legal and Mental Health Association of Arizona each received \$5,000 for legal assistance and mental health information and referral respectively. In FY 1999/2000, 1,470 Scottsdale citizens received social services from the City's Human Service Centers.

Agency	Program Description	Funding Source	Amount Awarded	Scottsdale Citizens Served*
Community Legal Services	Legal Assistance	General Fund	5,000	47
East Valley Addiction Council	Emergency Medical Detox	CARES	10,000	300
Mental Health Association of AZ	Information & Referral/COMPEER	CARES	5,000	270
Subtotal			20,000	
City of Scottsdale – Paiute Neighborhood Center	Legal Services, Adult Education Programs	General Fund	108,765	544
City of Scottsdale – Community Assistance Office	Self-Sufficiency and Career Center	General Fund	90,281	395
City of Scottsdale – Vista del Camino	Basic Needs Assistance to Adults	General Fund	105,021	531
Total			\$324,067	2,087

*Note: "Citizens Served" is estimated for Fiscal Year End 6/30/2000 based on funding proposals and statistical reports submitted by the agencies as of 3/31/2000

In 2002/2003, the Commission recommended funding for the same three activities in the amount of \$28,000.

Agency	Program Description	Funding Source	Amount Awarded
Community Legal Services	Legal Assistance	General Fund	10,000



East Valley Addiction Council	Emergency Medical Detox	CARES	18,000
Total			\$28,000

Significant Trends – Adults in General Population

- It is estimated that in 2000, there were be 12,491 individuals in poverty in Scottsdale. The 1990 Census indicated 7,583 individuals were in poverty.
- 1,533 emergency food boxes were distributed at Vista del Camino in 2000/01.
- In November of 2001, there were 1461households comprised of 3677 persons in Scottsdale currently receiving food stamps. This number was more than 50% greater than the number receiving food stamps two years earlier. (DES)
- It is estimated that 10% of adults living in Maricopa County reported having abused at least one drug within the last year. (Maricopa County Needs Assessment Project – 1996).
- In 2001, Vista del Camino had a 20% increase in the number of families seeking assistance.



Funding Populations: Persons with Disabilities

The U.S. Census Bureau estimates that 1 in 5 Americans have some kind of disability, and 1 in 10 have a severe disability. It is also known that there is a higher likelihood of having a disability as we age. It is reasonable to assume that as our city experiences an increase of our senior population, the number of people with disabilities can be expected to accelerate in the coming decades. It is also important to note that disabilities know no economic or ethnic barrier; persons with disabilities cross all socioeconomic segments of the population.

The Americans With Disabilities Act (ADA) required the city and other public entities to ensure that individuals with disabling conditions have the same opportunity as all others in the community for access to facilities, services, transportation, education, training, and employment. In fact, one of the City Council's Broad Goals is to Enhance and protect a diverse, family-oriented community where neighborhoods are safe, protected from adverse impacts, and well maintained. Enhancing municipal services, identifying other resources and improving access to communication avenues helps accomplish this goal for citizens with disabilities.

For the purposes of this plan, persons with disabilities are defined by the Department of Housing and Urban Development. In general, a person is considered to have a disability if he or she has a physical, mental, or emotional impairment which:

- is expected to be of long-continued and indefinite duration;
- substantially impedes her or her ability to live independently;
- and is of such a nature that the disability could be improved by more suitable housing conditions.

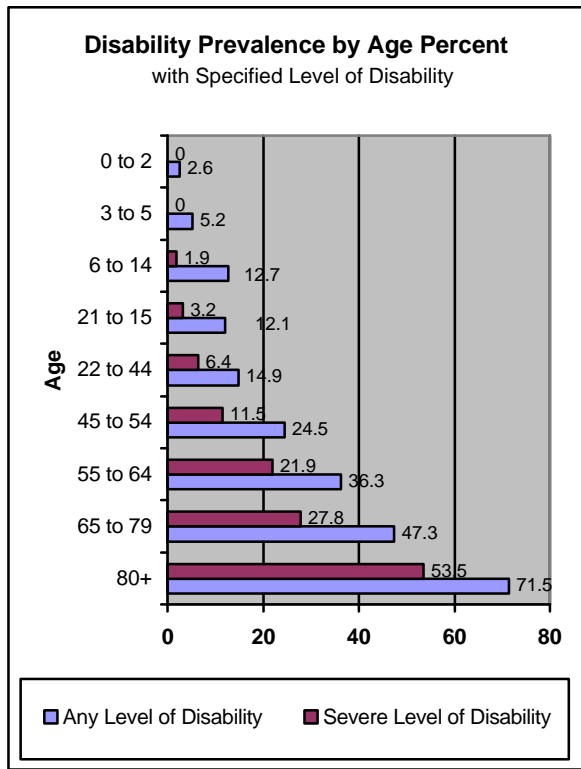
The definition of persons with disabilities should be expanded further to include individuals who develop a disability during their growing years, beginning at birth and lasting into early adulthood. The Arizona Department of Economic Security has defined a person with a developmental disability as:

Any individual having a severe, chronic disability attributable to: mental retardation, cerebral palsy, epilepsy or autism, and which manifested itself before age 18, is likely to continue indefinitely and results in substantial functional limitations in three or more areas of the major life activities; and reflects the need for a combination and sequence of special, interdisciplinary or generic care, treatment, or other services, which are individually planned or coordinated. "Major life activities" for the purpose of this definition are: (1) self care, (2) receptive and expressive language, (3) learning, (4) mobility, (5) self-direction, (6) capacity of independent living and, (7) economic self-sufficiency.

As a result of changing perceptions of persons with disabilities and how they are defined, it is difficult to derive an accurate estimate of how many of Scottsdale citizenry are defined as



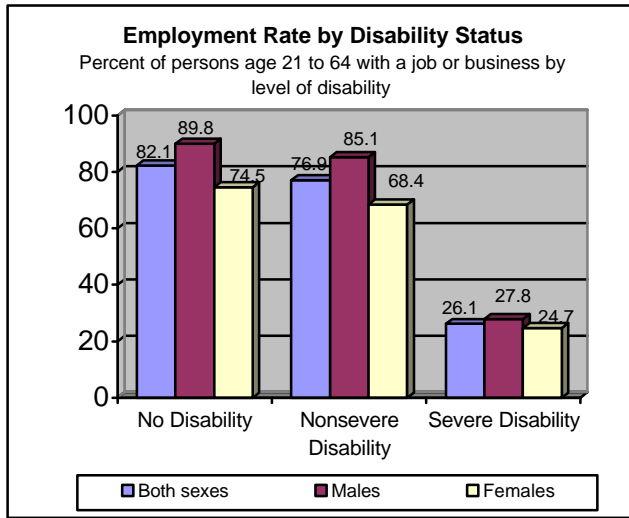
disabled. The 1990 Census determined that approximately 7% of Scottsdale citizens were considered disabled. The Census, at that time, defined disabled as people with physical and mental disabilities. The population breakdown was based on work disability, ability to go outside the home alone, and ability to take care of personal needs. The 1995 Special Census in Arizona did not ask questions that would provide more insight about people with disabilities. However, the Survey of Income and Program Participation (SIPP) conducted by the Census Bureau in 1994-95 is the most comprehensive disability data available. Some of the survey drawbacks include a small sample size and lack of regional detail; however, the survey provides information that helps us learn more about people with disabilities.



The probability of having a disability increases with age. Although younger individuals may encounter new disabilities as the result of risky life styles, there is a greater likelihood of acquiring a disability through the aging process.

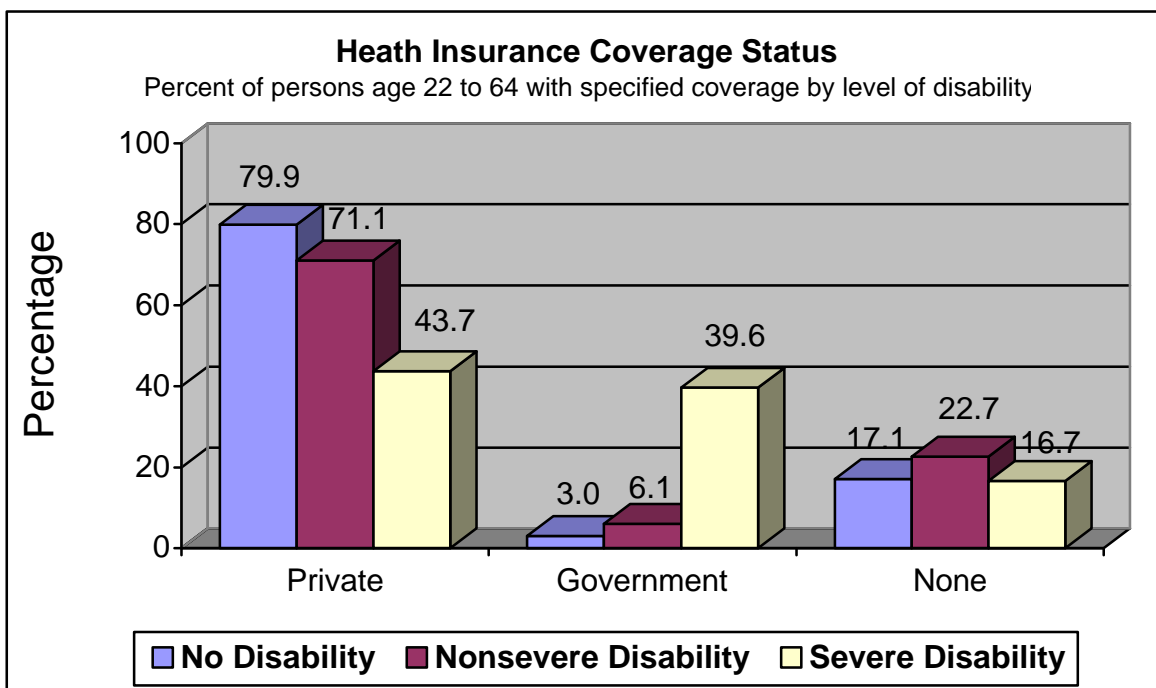
Children under 5 years of age identified as having a developmental condition amounted to 7.8 %. Among the 35 million children identified in the 6 to 14 age group, 2.2 million were identified as having difficulty doing regular schoolwork and 1.6 million were having a learning disability. The number with a developmental disability (including the conditions of mental retardation, autism, epilepsy and cerebral palsy) was 0.5 million, and 0.3 million need personal assistance with an ADL (Activities of Daily Living).

Responses from the Survey of Income and Program Participation show that people with a non-severe disability are less likely to be employed than someone with no disability, and people with severe disabilities are *far less likely* to be employed. For people with no disability, the national 1994/95-employment rate was 82.1%. For people with a non-severe disability, employment was 76.9%, and for people with a severe disability, it was much less, at 26.1%



The Survey of Income and Program Participation also found a correlation between the low presence of the disabled in the workplace and lower earnings for the disabled worker. Among men 21 to 64 years of age, median monthly earnings were \$2,190 among those with no disability, \$1,857 for those with a nonsevere disability and \$1,262 among those with a severe disability. Comparable figures for women were \$1,470, \$1,200, and \$1,000 (the monthly earnings of women with a nonsevere disability was not statistically different from those of men with a severe disability).

People with disabilities are less likely to have private health insurance coverage and more likely to have government coverage than people with no disabilities. The majority (79.9%) of individuals with no disability between 22 to 64 years old were covered by a private health insurance plan, 3.0% had only government coverage. A large portion of individuals with nonsevere disability had 71.1% covered by a private health insurance. The effect of disability on the likelihood of having private coverage was especially marked among those with a severe disability; only 43.7% of people with severe disabilities had private coverage and 39.6% had government coverage only.





City of Scottsdale Human Service Programs for Persons with Disabilities - Fiscal Year 1999/2000

The Human Services Commission for Fiscal Year 1999/2000 awarded a total of two (2) non-profit agencies for three (3) programs to address human service needs for Persons with Disabilities amounting to a total funding amount of \$29,000. In addition, the City of Scottsdale dedicated \$202,660 to its Adapted Recreation programs. Another \$27,300 was budgeted to identify architectural barriers in all city-owned facilities. A transition plan will be created from this survey that will prioritize facilities and propose alternative modifications for those facilities to be in compliance with the Americans with Disabilities Act of 1990. An accurate count for citizens served could not be derived for this program since it's a citywide approach to making all city facilities accessible.

Agency	Program Description	Funding Source	Amount Awarded	Scottsdale Citizens Served*
Aids Project Arizona	Family Care Program	CARES	6,000	53
Scottsdale Foundation for the Handicapped	Community Based Employment Services	CDBG	18,000	23
Scottsdale Foundation for the Handicapped	Long Term Employment	CARES	5,000	9
Subtotal			29,000	
City of Scottsdale Parks and Recreation	Adapted Recreation	General Fund	202,660	400
City of Scottsdale Community Assistance	ADA Removal of Barriers (Transition Plan)	General Fund	27,300	N/A
Total			\$258,960	485

*Note: "Citizens Served" is estimated for Fiscal Year End 6/30/2000 based on funding proposals and statistical reports submitted by the agencies as of 3/31/2000.

In 2002/2003, the Human Services Commission recommended \$86,000 in grant awards to six non-profit agencies to fund seven services for persons with disabilities.

Agency	Program Description	Funding Source	Amount Awarded
Body Positive	Client Support	CARES	5,000
Scottsdale Foundation for the Handicapped	Community Based Employment Services	CDBG	26,000
Scottsdale Foundation for the Handicapped	Long Term Employment	CARES	10,000
TCAA	Home Delivered Meals	CARES	20,000
Valley Center for the Deaf	Counseling and Outreach	CARES	13,000



Mental Health Association of AZ	Peer support	CARES	7,000
Recording for the Blind and Dyslexic	General Support	CARES	5,000
Total			\$86,000

Significant Trends – Persons with Disabilities

- The U.S. Census Bureau, in 1990, determined that approximately 7% of Scottsdale's population had some kind of disability. Assuming the population will increase to 238,000 in 2005, it is anticipated that at least 16,500 persons will have some kind of disability.
- Because of advances in medical science, there are an increasing number of physically disabled; these individuals are living longer and require life-long services.
- The probability of having a disability increases with age. As the senior population increases in Scottsdale, so will the number of disabled individuals.
- Because of their longer average longevity, people from affluent communities can expect to spend longer period of their later lives living with disabilities and need of medical care. (Reed, 1995)
- Lack of enough accessible and affordable transportation is a major barrier for persons with disabilities.
- City of Scottsdale has conducted a self-assessment of all city facilities to identify accessibility barriers that need to be removed to ensure compliance with the Americans with Disabilities Act. Services will also be evaluated for program accessibility. Additional Capital Improvement funds will be needed to remove all barriers
- Children under 5 years of age identified as having a developmental condition amounted to 7.8%. (Survey of Income and Program Participation, 1994-95).
- People with disabilities are less likely to have private health insurance coverage and more likely to have government coverage than people with no disabilities. (Survey of Income and Program Participation, 1994-95).
- Individuals with Developmental Disabilities are living longer. Parents who are caring for their children are reaching the end of their lifespan, which is creating



an on going, care issue.

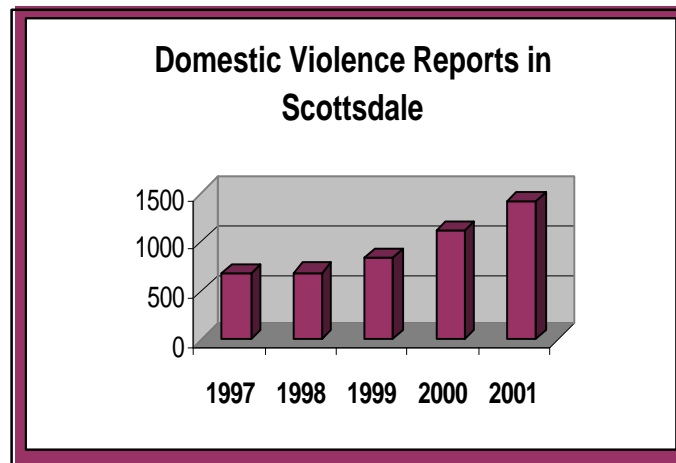
- Arizona, being a “sun-belt state”, has more people moving to the area for easier year-round accessibility.

Funding Populations: Victims of Domestic Violence

Domestic violence is defined as a pattern of behaviors involving physical, sexual, economic and emotional abuse, alone or in combination, by an intimate partner often for the purpose of establishing and maintaining power and control over the other partner. The origins of domestic violence are in social, legal and cultural norms, some historical and some current, including acceptance of violent behavior by men as heads of households. While domestic violence occurs in all types of intimate relationships, it is overwhelmingly a problem of violence perpetrated by men against women.

It is estimated that every 40 minutes, one or more children in Arizona witness a domestic violence incident. Every 23 minutes, a domestic violence arrest is made. In 1998, a survey from the Governor’s Office of Domestic Violence Prevention revealed that Police Departments who responded to the survey reported 91,567 calls for service involving domestic violence. Officers found sufficient cause to arrest a total of 19,060 at the scene and 3,472 as a result of follow-up investigations out of 40,385 reports written. Approximately 52% of the arrests involved use of drugs and alcohol.

The City of Scottsdale Police Department reported a total of 1124 domestic violence incidents in 2000; this represents an increase of 434 incidents reported from 1998. Domestic Violence advocates report that only one-seventh of victims actually call the police, and that a call is made after numerous previous batterings. It is important to note that the Domestic Violence Reports database was established in July 1997; therefore 1997 statistics are for six months.



Domestic Violence and Elder Abuse. Elder abuse is primarily a hidden crime against frail, elderly women. It is a crime of violence that takes place both in domestic and care-giving settings and has become a major problem that crosses the entire spectrum of social and economic status. According to the National Elder Abuse Incidence Study, approximately 450,000 elderly persons aged 60 and over, experienced domestic abuse in the U.S. in 1996.



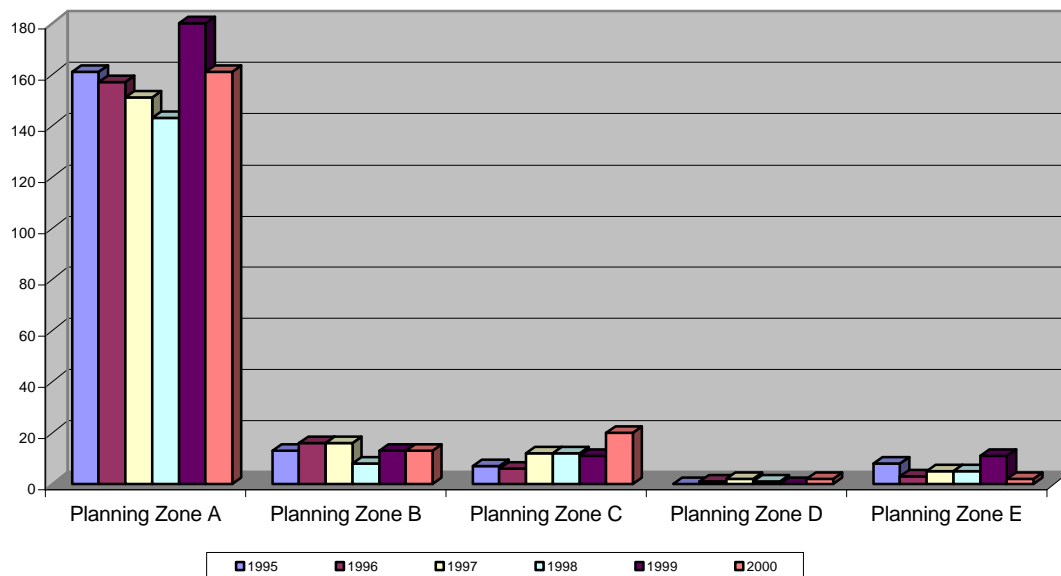
The study also showed that approximately 50% of the substantiated incidents of elder abuse involved persons, more often female elders, who were unable to care for themselves.

In Arizona, adult abuse is defined as “abuse, neglect, or exploitation of an incapacitated or vulnerable adult.” According to the MAG Regional Plan on Domestic Violence, “...it is uncommon for elder victims to report the abuse, as well as seek shelter services.” It has been estimated that only one out of 14 domestic elder abuse incidents comes to the attention of appropriate authorities which leads to the conclusion that what is reported to Adult Protective Services (APS) is the tip of the iceberg.

After four years of moderate decline, the number of incidents reported to APS in Scottsdale increased by 28% in 1999. However, according to APS, the increase was not necessarily a rise in incidences, but the result of increased education and awareness among health professionals, community centers, and senior center personnel. Based on the 1999 countywide statistics, 73% of substantiated reports were for neglect, 15% exploitation, and 12% abuse. The client demographics showed that 80% were 60+ years, 65% female, and that in two-thirds of the cases, the perpetrators were either themselves or family members.

2002 Plan Update

Reports to APS by Planning Zone





Reports to APS by City of Scottsdale Planning Zones							
	1995	1996	1997	1998	1999	2000	Total
Planning Zone A	161	157	151	143	180	161	953
Planning Zone B	13	16	16	8	13	13	79
Planning Zone C	7	6	12	12	11	20	68
Planning Zone D	0	1	2	1	0	2	6
Planning Zone E	8	3	5	5	11	2	34
Totals	189	183	186	169	215	198	

Source: Department of Economic Security, Adult Protective Services, Report dated January 31, 2001

Although there are cases in which men are the victims of domestic violence, statistics indicate that the overwhelming majority of domestic violence victims are women. Conversely, the batterer in the majority of domestic violence situations is male. The Quincy Court Domestic Violence Project profiled both victims and abusers in a study to develop their coordinated community response. Interviews were conducted with 100 women seeking restraining orders and 644 offenders surveyed under restraining orders. The following profiles were developed as a result of the study:

Profile of a Domestic Violence Victim	Profile of a Batterer
Most suffered abuse as children (81% physical abuse, 50% sexual abuse)	A chronic criminal offender, averaging 6 previous offenses, most of which were crimes against persons
Most witnessed abuse between their parents (66%)	Addicted to alcohol or drugs – two-thirds had histories of substance abuse, and 54% had DUI arrests
Most had been in an abusive relationship before (85%)	Relatively young – average age for restraining order subjects was 32
Most were severely abused by their current partner (82%)	Separated or unmarried with children
Drinking problems were identified as problems for themselves, their partners and at least one of their parents.	Unstable in the community with poor family ties, lack a steady residence and unemployed or marginally employed
	From an abusive family



	Presents different faces in public and private so that outsiders think he is a devoted husband and father
	Minimizes or denies his actions, blames others
	Abuses his victim emotionally, manipulates the children
	Is obsessively jealous and possessive

Recently, there has been heightened awareness of domestic violence in the Valley. *In 1998, a mother of six, who attempted to escape the violence in her home, found that all of the Valley's eight domestic violence shelters were full. With no place to flee, she was forced to remain in her home, where her husband in front of the children stabbed her to death.*

The result of the woman's death brought domestic violence to the forefront and the need to put forth a comprehensive plan to prevent such tragedies to repeat in the future. The Regional Council of the Maricopa Association of Governments (MAG) requested a comprehensive evaluation of the system in place to prevent and address domestic violence and an identification of recommendations to create a regional, effective means of responding to this concern. MAG developed the Regional Plan on Domestic Violence in August 1999 to address these issues.

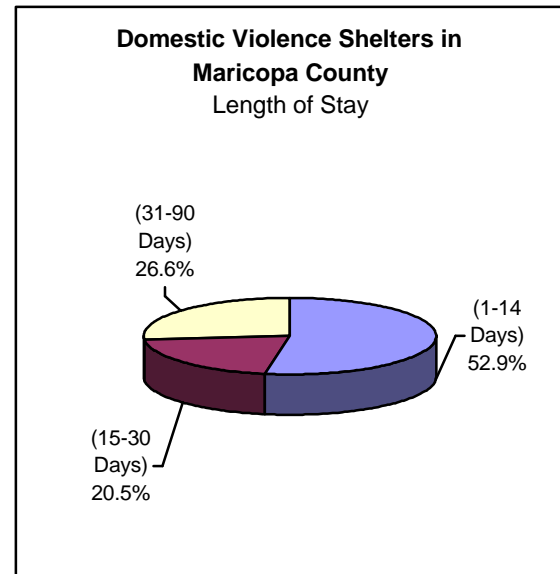
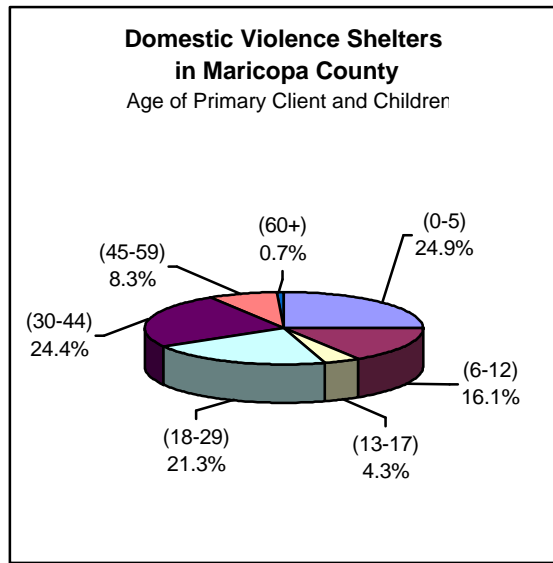
The MAG Plan identified the need for a coordinated community approach among local jurisdictions within Maricopa County by incorporating existing "best practices" domestic violence programs already in place. There are 41 "Best Practice Recommendations" in total, divided into four components of an effective domestic violence response system. All four components are critical to implement a comprehensive approach to domestic violence:

- ***Prevention and Early Intervention*** – focus on education and training directed to health and social service professional, school personnel, employers/employees, and general public;
- ***Crisis Intervention and Transitional Response*** – covered areas of criminal justice, medical care, and victim and offender services;
- ***Systems Coordination and Evaluation*** – coordinated community response and systems evaluation, and data collection on victim services and offenders; and
- ***Long-term Response*** – child care, victim services, affordable house, informal helping networks, and employment assistance.

One of the key issues identified in the plan is the lack of adequate domestic violence shelters in Maricopa County. Currently, there are eight domestic violence shelters spread across the Valley: three in Phoenix, and the remainder in Goodyear, Glendale, Mesa, Chandler and Scottsdale. Statistics provided by the Department of Economic Security and the Department of Health Services indicated that staff and volunteers in crisis shelters responded to 11,527 family violence telephone calls and 2,907 crisis (e.g. sexual assault, suicide, etc.) telephone calls in Fiscal Year 1997/98. 676 women and children received



individual counseling and 725 participated in group counseling. The majority of them, 52.8% stayed 1-14 days and 45.3% who stayed in the shelters were under the age of 18.



City of Scottsdale Human Service Programs for Victims of Domestic Violence - Fiscal Year 1999/2000

The Human Services Commission for Fiscal Year 1999/2000 awarded a total of two (2) non-profit agencies for three (3) programs to address human service needs for Victims of Domestic Violence amounting to a total funding amount of \$306,575. The City of Scottsdale Police Department and the County Prosecutors Office are actively involved in addressing domestic violence with its Domestic Violence Action Team.

Agency	Program Description	Funding Source	Amount Awarded	Citizens Served*
Center Against Sexual Abuse	Step Up/Kids Talk	CARES	10,000	130
Center Against Sexual Abuse	Outpatient Counseling	CARES	7,000	23
Chrysalis Shelter for Victims of Domestic Violence	General Support	CDBG	18,320	357
Sub total			35,320	
City of Scottsdale	Domestic Violence Action Team	General Fund	271,255	851
Total			\$306,575	1,361

*Note: "Citizens Served" is estimated for Fiscal Year End 6/30/2000 based on funding proposals and statistical reports submitted by the agencies as of 3/31/2000.



The Human Services Commission for Fiscal Year 2002/2003 recommended a total of three (3) non-profit agencies \$49,500 for four (4) programs to address human service needs for Victims of Domestic Violence. The City of Scottsdale Police Department and the County Prosecutors Office remain actively involved in addressing domestic violence through a Domestic Violence Action Team.

Agency	Program Description	Funding Source	Amount Awarded
Chrysalis Shelter for Victims of Domestic Violence	DV Advocate	General Fund	12,000
Chrysalis Shelter for Victims of Domestic Violence	General Support	CDBG	24,000
Free Arts of Arizona	General Support	CARES	8,500
Save the Family	Homeless Children's Intervention	CARES	5,000
Total			\$ 49,500

Significant Trends – Victims of Domestic Violence

- Domestic Violence advocates report that 1 in 7 victims of domestic violence actually call the police. The Scottsdale Police Department took 851 reports of domestic violence in 1999 and 1124 reports in 2000. It is reasonable to assume that approximately 5,100 domestic violence incidents were not reported to Scottsdale Police in 1999.
- After four years of moderate decline, the number of incidents reported to Adult Protective Services increased by 28% in 1999. The number declined somewhat in 2000 but was still higher than in any year but 1999.
- In FY 1998/99, 20,097 women and children requested shelter. Of that total, 17,557 women and children were turned away because shelters were unavailable. (Domestic Violence Shelter Services in Maricopa County – 3/7/2000).
- There is one domestic violence shelter located in Scottsdale (Planning Zone A). In 1999, 365 women and children received shelter for a total of 9,067 bed nights.
- During the last year, Jewish Family and Children's Services has begun to offer counseling on Saturdays in response to stated community needs.
- In the fall of 2001, the City made a commitment to support a Family Advocacy Center in Scottsdale in cooperation with public and private agencies in the northeast valley.

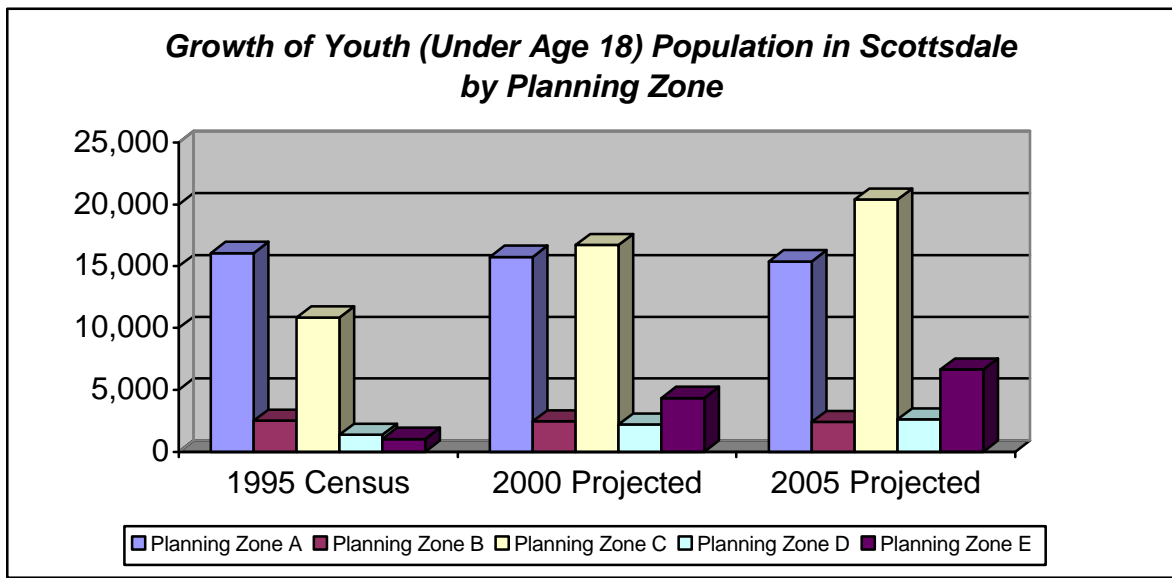


Funding Populations: Youth and Families

Youth and Families include persons from infancy through age 18. The term “families” refers to those persons living in households with more than one person and most often includes children.

Population projections for the City of Scottsdale, for persons who are under the age of 18, reveal an increase from 31,798 individuals per the 1995 Census to over 47,000 projected in 2005 representing a 49% increase. By 2005, this population will represent approximately 20% of the city’s population.

The youth population in Planning Zones A and B is expected to remain fairly constant when comparing year 2005 to the base year 1995. Zone C is expected to grow 87.9% in the same time frame; this planning zone will experience the largest increase in the youth population, approximately 9,500 children. Planning Zones D and E will also experience significant growth, in terms of percentage increase, these increases in the youth population represent 1,240 for Planning Zone D and 5,592 persons in Planning Zone E.



	1995 Census	2000 Projected	2005 Projected	Percentage Increase (1995 to 2005)
Planning Zone A	16,063	15,761	15,391	-4.2%
Planning Zone B	2,498	2,454	2,394	-4.2%
Planning Zone C	10,855	16,728	20,388	87.9%
Planning Zone D	1,349	2,180	2,589	92.0%
Planning Zone E	1,033	4,340	6,625	541%
Total	31,798	41,462	47,388	49.0%
	1995	2000	2005	Percentage Increase

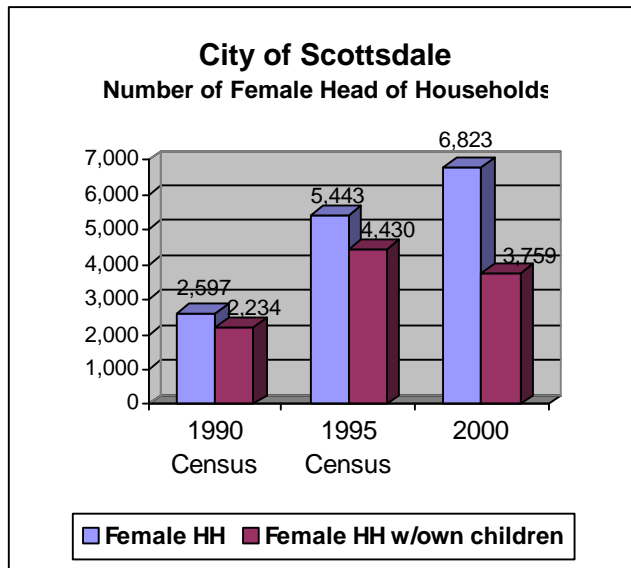


	Census	Census	Projected	(1995 to 2005)
Planning Zone A	16,063	16253	15,391	-4.2%
Planning Zone B	2,498	2757	2,394	-4.2%
Planning Zone C	10,855	16520	20,388	87.9%
Planning Zone D	1,349	2143	2,589	92.0%
Planning Zone E	1,033	1476	6,625	541%
Total	31,798	39149	47,388	49.0%

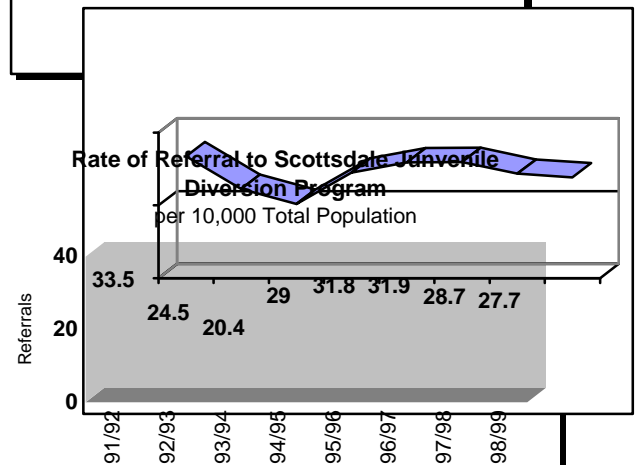
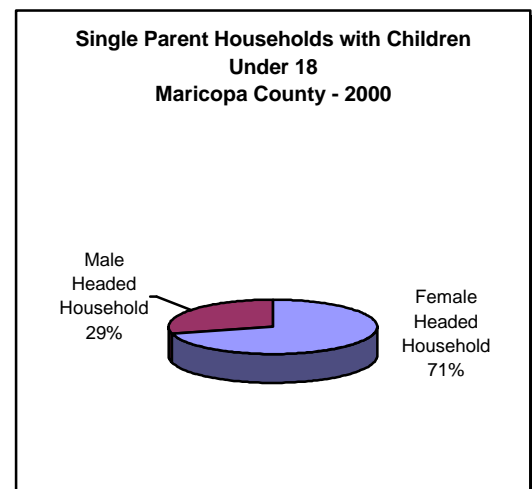
In 1995, 58% of the City's population, younger than 18, lived in Planning Zones A and B. In 2000, 48.6% of this population lived in Planning Zone A and B. Nearly all of the growth in this population occurred in Planning Zones C, D and E.

As Scottsdale continues to grow and diversify in its population, the composition of the family structure has also changed. Families have changed over the past thirty years,

resulting in mixture of single parents (mostly Female Head of Households), stepparents, foster parents, mixed families, adoptive families, and grandparents raising grandchildren.

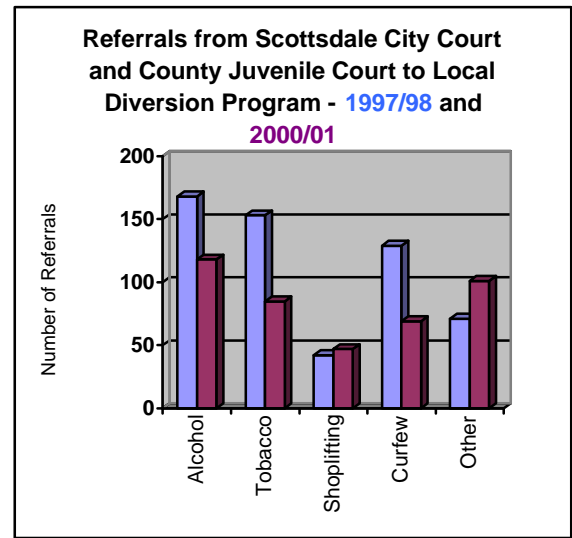


Many children are not receiving the guidance and personal experiences they need to develop into responsible adults. Families are experiencing problems in school, at work, and at home which require expensive community responses such as police intervention, courts, jails, and treatment programs. There are a number of factors within our current social environment that causes these problems such as financial stress, dysfunctional families, peer pressure, or chronic conditions. Whatever the cause, the behavior not only impacts the family, but often times impacts the whole community.





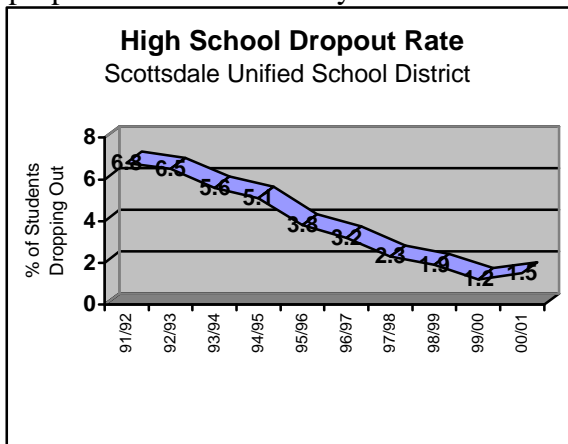
In the early 1990's, a collection of Scottsdale community members organized to develop a prevention plan that would create a community that is safe, healthy, and productive for children, adults and families. As a result, LINKS was created. LINKS represents a collaborative partnership of organizations and individuals including city officials, schools, businesses and community groups who have endorsed and committed resources to the development and implementation of a collaborative, community-wide, prevention plan. The partners include, but are not limited to, the City of Scottsdale, Scottsdale Unified School District, Scottsdale Memorial Health System, Scottsdale Prevention Institute, Scottsdale Chamber of Commerce, Scottsdale Community College, Boys and Girls Clubs and the Scottsdale-Paradise Valley and South Scottsdale YMCAs.



The initial community risk assessment completed in June 1995 prioritized and selected three key risk factors which became the cornerstones of the prevention plan for Scottsdale:

- Early and Persistent Antisocial Behavior
- Family Conflict
- Transitions and Mobility

In February 1998, LINKS developed a Community Risk Assessment to identify community needs and to develop a system for evaluating and measuring community results. The purpose of the Community Risk Assessment was to update the community profile, identify



strengths and concerns and monitor trends in data for risk factors that can provide valuable information to LINKS and its partners in order to develop and monitor prevention initiatives.

LINKS measures its progress through its annual Community Report Card which tracks community trends and analyzes five problem behavior indicators: school drop out rate; teen pregnancy; juvenile delinquency; youth violence and substance abuse. The Community Report Card for 1999 indicated

positive trends in the High School Dropout Rate and Substance Abuse, while teen pregnancy and youth violence statistics have remained relatively constant in the past few years. The most recent update of the *report card*, The 2001 Report to the Community,



indicated that the positive trends in the High School Drop- out Rate continued in 1999 but ticked up slightly in 2000. Violent Crime arrests were lower both in 1999 and 2000.

City of Scottsdale Human Service Programs for Youth and Families - Fiscal Year 1999/2000

The Human Services Commission for Fiscal Year 1999/2000 awarded a total \$367,775 to 14 non-profit agencies to address human service needs for Youth and Families. In addition, the City of Scottsdale's Human Services Division provides services to 6,729 citizens.

Agency	Program Description	Funding Source	Amount Awarded	Scottsdale Citizens Served*
Boys & Girls Club	Operation Outreach	CDBG	12,000	950
Campfire Boys & Girls	Paiute/Minnezona Outreach	CARES	7,000	515
Free Arts for Arizona	Mentor Program	CARES	7,500	1,700
Girls Ranch	Parent Support Group	CARES	2,500	40
Jewish Family Community Services	Family Counseling Program	General Fund	18,000	175
New Way School	Summer School Scholarships	CARES	5,621	30
Parents Anonymous of AZ	Hispanic Parenting Skills/Family Support	CARES	9,000	100
Scottsdale Prevention Institute (SPI)	School Based Prevention Services	Scottsdale School District	235,575	9,713
Southwest Human Development	Healthy Families	CARES	14,579	20
Terros	Teen Lifeline/Peer Counseling Hotline	CARES	8,000	150
The New Foundation	STOP: Scottsdale Time Out Project	CARES	13,000	26
Valley Big Brothers	Scottsdale Mentoring	CARES	10,000	35
Valley Leadership	Scholarships	CARES	3,000	5
Valley of the Sun YMCA	Teen Leadership & Prevention Programs	CARES	22,000	330
Subtotal			367,775	
City of Scottsdale – Youth & Family Services	Delinquency Prevention/Intervention	General Fund	241,063	1,332
City of Scottsdale – Youth & Family Services	Counseling	General Fund	64,790	358
City of Scottsdale – Youth & Family Services	Teen Employment	General Fund	135,191	747
City of Scottsdale – Youth & Family Services	Positive Alternatives for Youth	General Fund	158,356	875
City of Scottsdale - Paiute Neighborhood Cntr	Day Care, After-School Programs, Teen Programs	General Fund	365,283	1,827



City of Scottsdale – Vista del Camino	Basic Needs for Families	General Fund	314,469	1,590
Total			\$1,646,927	20,518

*Note: “Citizens Served” is estimated for Fiscal Year End 6/30/2000 based on funding proposals and statistical reports submitted by the agencies as of 3/31/2000.

The Human Services Commission for Fiscal Year 2000/2001 awarded a total \$367,417 to 12 non-profit agencies to address human service needs for Youth and Families. In addition, the City of Scottsdale’s Human Services Division provides services to 6,729 citizens.

Agency	Program Description	Funding Source	Amount Awarded
Aid to Adoption of Special Kids	Family support Services	CARES	8,654
Boys & Girls Club	Operation Outreach	CDBG	19,500
Boys & Girls Club	Reach Out	CARES	5,000
Campfire Boys & Girls	Service Learning	CARES	7,200
Jewish Family Community Services	Family Counseling Program	General Fund	20,000
New Song Center for Grieving Children	General Support	CARES	5,000
Parents Anonymous of AZ	Hispanic Parenting Skills/Family Support	CARES	9,000
Scottsdale/Paradise Valley YMCA	Summer Teen Program	CARES	5,000
Scottsdale/South YMCA	Paiute Teen Program	CARES	22,000
Scottsdale Prevention Institute (SPI)	School Based Prevention Services	Scottsdale School District	246,598
Southwest Behavior Health Services	Strengths and Solutions	CARES	10,515
Teen Lifeline, Inc	General Support	CARES	9,000
Total			367,417

Significant Trends – Youth and Families

- The family structure continues to change and many children are not receiving the guidance and personal experiences they need to develop into adults.
- The number of Female Head of Households with children has actually decreased by 18% in Scottsdale since 1995. In 2000, the Census indicated that there were 3759 females who were the Head of Households with children.
- A family of four at the poverty level can afford \$340/mo rent. Average cost of rent statewide is \$487; in Scottsdale, the average 2 bedroom apartment is \$793. (Department of Commerce)



- The wages per parent needed to cover the cost of basic needs for one or two parents with an infant and preschooler in Scottsdale are the highest identified in Arizona, at 19.88 and 11.68 per hour respectively. (Children's Action Alliance, *The Self-Sufficiency Standard for Arizona*, March 2002)
- Additional family counseling services and youth prevention/diversion programs are needed in the northern part of Scottsdale as the youth and family population in Planning Zones C, D, and E is now nearly equal to the youth population in Planning Zones A and B.
- There is a growing need to create safe places for youth to "hang out" where there are a variety of after school activities.
- The rate of referral to Scottsdale Juvenile Diversion Program has remained fairly constant in recent years; from 28.7 referrals per 10,000 residents to a 27.7 rate in FY 1998/99.
- Families requesting assistance at Youth and Family Services report more significant family stress and require more extensive follow-up.
- Youth and Family Services are seeing more teens seeking employment to supplement family income.



VII. Funding Resources

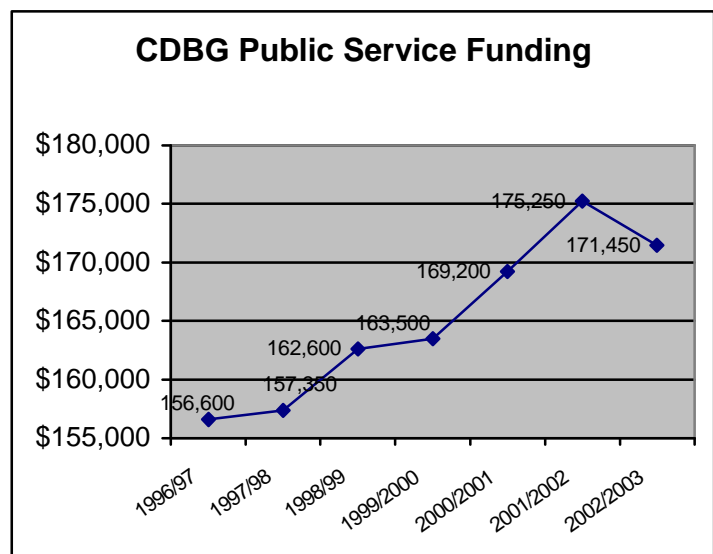
Community Development Block Grant (CDBG)

The primary objective of the CDBG program is the development of viable urban communities, by providing decent housing and a suitable living environment and expanding economic opportunities, principally for persons of low and moderate income. CDBG is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Local governments participate in either the Entitlement Program (for cities over 50,000 in population or urban counties with more than 200,000 people) or the States and Small Cities Program (communities with populations of 50,000 or less). The Entitlement Program is the largest component of the CDBG Program receiving 70% of CDBG appropriations. Participating local governments automatically receive an annual allocation of CDBG funds. The grant amounts are determined by the higher of two formulas:

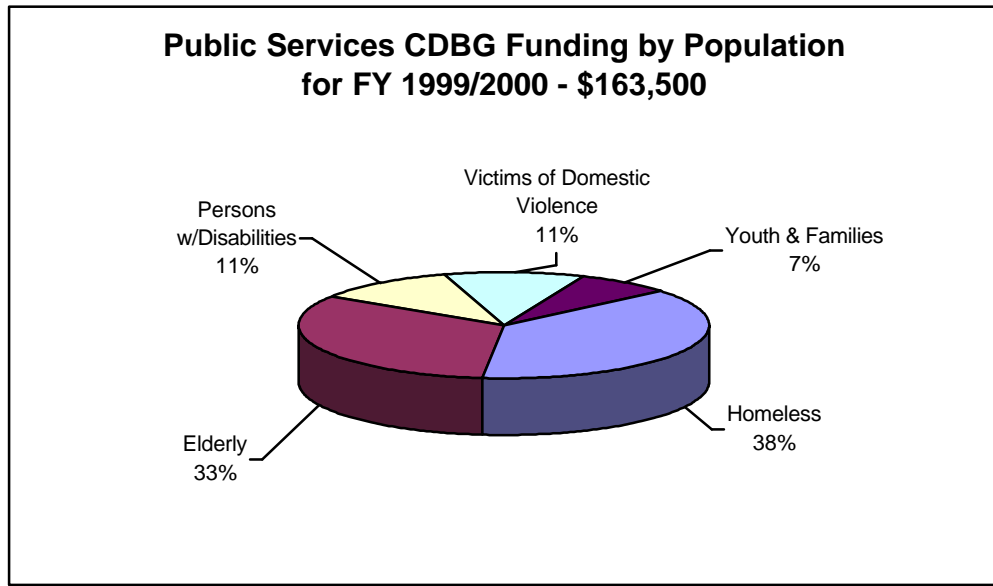
- data based on overcrowded housing, population and poverty; or
- data based on age of housing, population growth lag and poverty.

The CDBG program provides funding for projects in five general categories: public services, public facilities, economic development, housing rehabilitation, and project planning. HUD guidelines strictly limit funding for public service programs to 15% of the annual allocation. 20% CDBG funds are allocated to administrative and planning activities. The remaining 65% of funding is allocated to “Non-Public Service” activities such as housing rehabilitation, economic development, and construction of public facilities.

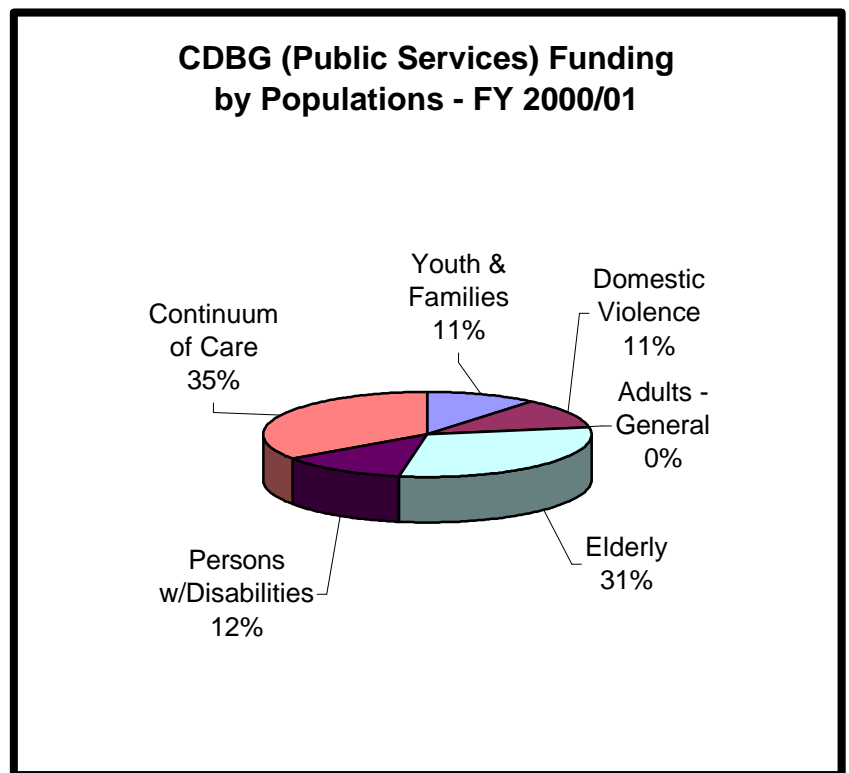
The focus of this Plan is the allocation of CDBG funds dedicated to public service activities. CDBG public services program funding in FY 1999/2000 totaled \$163,500, or 15% of the annual allocation, for 9 public service programs. Within the competitive process for those funds, a total of \$382,072 was requested by 18 agencies to receive awards to support 20 human service programs. CDBG funding for public service activities increased in FY 2000/01 and 2001/02 but decreased for 2002/03.



The following chart displays a break-out of the \$163,500 CDBG public services allocation for FY 1999/2000 among the six funding population categories discussed in the prior section of this plan. The population category “Adults in General” did not receive CDBG funding in FY 1999/2000.



**Allocation
comparison
between
1999/2000 and
2000/01 for CDBG
resources for
Public Services**

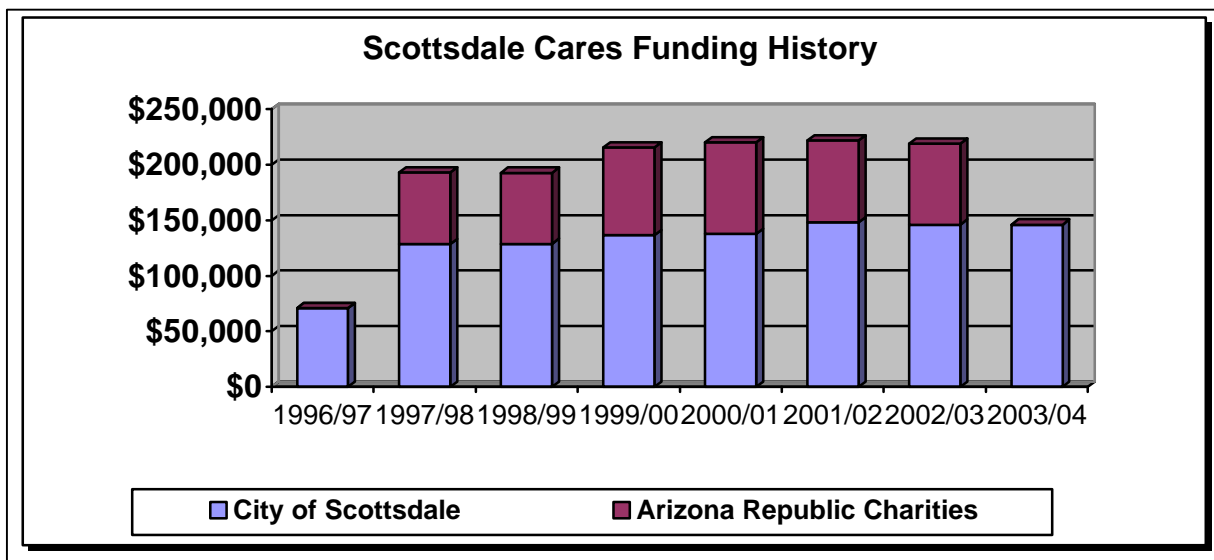




Scottsdale Cares

The City of Scottsdale introduced “Scottsdale Cares”, a voluntary city utility bill donation program in May 1995. Funding for the program is the result of Scottsdale residents donating \$1.00 through the monthly utility bills. Starting in FY 1997/98, a \$.50 match to every dollar donated was provided by Arizona Republic Charities.

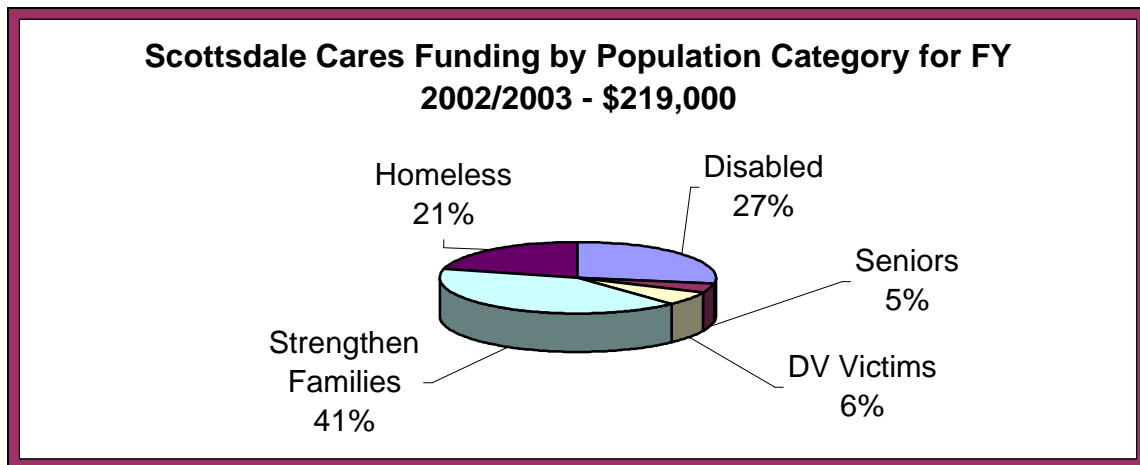
The match of \$.50 for every Scottsdale Cares dollar has been granted through an agreement with Arizona Republic Charities, a fund of the Robert R. McCormick Tribune Foundation. In 1998, the Arizona Republic Charities match increased from \$.50 to \$.60 for every Scottsdale Cares dollar collected. Effective January 2000, the matching amount has changed back to \$.50 for every Scottsdale Cares dollar collected up to \$140,000. Due to changes in ownership at the Arizona Republic, 2002 will be the last year of this valuable match.



Scottsdale Cares provides residents an opportunity to support human service programs by funding non-profit agencies that assist fellow neighbors in need. Non-profit agencies submit funding proposals to the City of Scottsdale’s Human Services Commission on an annual basis. The Human Services Commission established the following funding criteria:

1. promote the positive development of youth, adults, and/or seniors;
2. strengthen the capability of families and the self-sufficiency of adults; and
3. assist Scottsdale citizens of all ages in addressing crisis needs.

The chart below displays a break-out of the \$215,300 Scottsdale Cares allocation for FY 1999/2000 among the six population categories discussed in this plan. Youth and Families received the largest portion of Scottsdale Cares funding, approximately 47% of the \$215,300 awarded.



General Fund Human Service Contracts

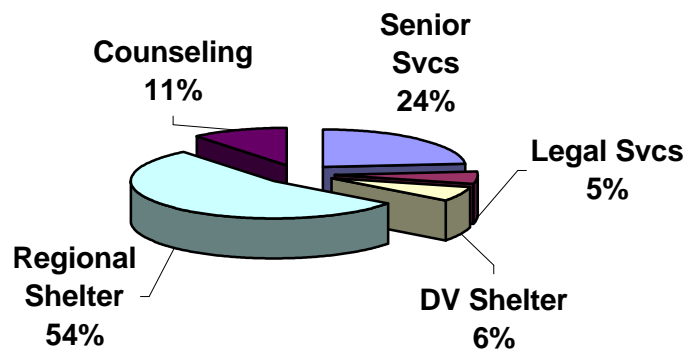
In addition to CDBG and Scottsdale Cares, the City of Scottsdale funds non-profit agencies to conduct human services programs in Scottsdale. The city budgets for these services are in the general fund, which is awarded to the agencies on an annual basis. To meet the criteria for funding, the Human Services Division has developed the following funding categories:

- **Brokerage Services** – agencies providing services in City of Scottsdale Human Services facilities.
- **Domestic Violence (Shelter Services)** – agencies providing shelter services within the city’s boundaries and for victims of domestic violence who are Scottsdale residents.
- **Legal Services** – agencies that provide legal counsel and evaluate and enforce rights.
- **Regional Shelter Services** – agencies that provide temporary housing for homeless persons within Maricopa County outside of Scottsdale. It is not feasible for every city to provide every service needed in the continuum of care; therefore, the city reserves these funds to support regional partnerships in the continuum of care for homelessness.
- **Senior Services** – agencies providing human services to Scottsdale citizens that are typically over the age of 60 or older. However, there are specific programs and services that are designed for the “elderly” or for “seniors” in which participating individuals may be younger than 60.



The following chart displays a break-out of the \$187,000 general fund allocation for FY 2002/2003 among the six funding population categories. The population categories “Adults in General” and “Persons with Disabilities” did not have agencies that were awarded funds in FY 2002/2003. The city also has an Intergovernmental Agreement (IGA) with the Scottsdale School District that currently contracts with Scottsdale Prevention Institute (SPI) and other prevention providers. This contract is not included in this chart. The IGA with the School District is for counseling services to young adults within the Scottsdale School District. In 2001/2002, the contract with the School District was for \$246,598.

General Fund Agency Funding by Populations for FY2002/2003 - 187,000



Human Services Emergency Fund

In 1993, the Scottsdale City Council approved the establishment of the Human Services Emergency Fund specifically dedicated to address emergency funding needs to agencies providing social services to Scottsdale citizens. The City Council also authorized to budget



\$10,000 annually into the fund and allowed interest accrued to be deposited to the fund each fiscal year. Any proposed expenditures from this fund needs to be reviewed by the Human Services Commission and recommended for approval. The following eligibility guidelines were established:

- Only non-profit agencies providing social services to Scottsdale residents will be eligible for consideration. Those agencies having their service site within the corporate boundaries of Scottsdale will be given priority for funding.
- This fund cannot be utilized to establish new agencies or services.
- This fund cannot be utilized as the sole source of funding for the agency or service.
- This fund is not intended to be utilized for individuals requesting financial assistance.
- This fund is intended to address short-term emergency financial situations.
- No agency can be granted emergency funding for the same service in two consecutive years.
- This fund is not intended to be utilized to fund services that were reviewed and denied funding during the annual CDBG process.

City of Scottsdale Supportive Services

In addition to managing funds that are awarded to non-profit agencies, the City of Scottsdale Human Services Division provides an integrated system of services and resources to help people improve their lives, the lives of others, neighborhoods and the total community. The Human Services Division manages four public facilities (Vista del Camino, Civic Center Senior Center, Paiute Neighborhood Center, and Via Linda Senior Center) as well as providing social service support to youth and families (Youth and Family Services) and housing assistance (Community Assistance Office).

Budget	Adopted 1999/2000	Adopted 2000/2001	Adopted 2001/2002	Revised 2001/2002	Proposed 2002/2003
Human Services	\$3,207,978	\$3,898,293	\$4,237,156	\$3,991,018	\$4,176,873
Parks and Recreation	\$16,517,339	\$17,256,003	\$18,779,422	\$19,011,715	\$19,210,514

The City of Scottsdale makes substantial contributions towards the well being of its citizens on an annual basis. There are a number of city-funded programs, managed by city staff



people, that supplement the programs of the Human Services Division. Other city programs relating to human service activities that are funded through the general fund include:

- **Parks & Recreation** – provides quality recreation, sports, youth and senior services to citizens of Scottsdale. Includes afterschool programs for youth, adapted recreation for disabled and senior recreation events.
- **Scottsdale Police Department** - reviews and/or investigates domestic violence related crimes in a team approach with Police Crisis Intervention Unit staff and City Prosecutor staff to specifically document and prosecute repeat offenders. Investigates youth involved in crime and utilizes intervention strategies. The Police Department also dedicates funds to School Resource Officers (middle and high school), and DARE officers time and equipment costs. More than \$1.6 million dollars are budgeted to these activities each year; and in the last two years nearly \$4 million dollars have been obligated from the Capital Improvement Budget for the development of the Family Advocacy Center.
- **Scottsdale Transportation Department (Dial-a-Ride)** – The East Valley Dial-a-Ride (EVDAR) provides two types of door-to-door, shared ride service: 1) Advanced reservation service with a fixed fee of \$2.00 per one-way trip is available to persons who meet the eligibility requirements of the Americans with Disabilities Act (ADA); 2) Same day service is available to persons with disabilities or senior citizens age 65 or older. The fare for a one-way trip is \$1.00 for the first zone and \$0.50 for each additional zone traveled. Service is provided from Bell Road/CAP Canal/Thunderbird Road on the north to McKellips Road on the south. EVDAR includes service to Tempe, Mesa, Chandler, and Gilbert. The portion paid by the citizens is a fraction of the total cost of the service. The average cost for a Dial-a-Ride trip is \$17. The remaining portion is paid by the city; the cost for running Dial-a-Ride is more than \$1 million. 75% of the cost is paid by the city, and 25% is paid by the Arizona's Local Transportation Assistance Fund (LTAF).

The American Red Cross provides transportation services for the elderly population. Red Cross provides an overflow service from Dial-a-Ride as well as providing transportation to doctor appointments; especially for individuals in need of kidney dialysis treatment. The program depends on volunteers to drive the buses. The city contributes annually to that program.

In FY 2000/2001, two new programs were implemented by the City's Transportation Department to provide Scottsdale seniors and people with disabilities an alternative to using Dial-a-Ride. These programs provide transportation services to people living north of the current service boundary of Dial-a-Ride.

- **Transportation Reimbursement and Information Project (TRIP)** – assists seniors and persons with disabilities to increase or maintain their independence and dignity by helping them to reimburse volunteer/escort drivers who provide them with transportation. The TRIP mileage reimbursement program began May 1, 2001. 244 people have enrolled in this program. To date, a little over \$19,000



has been reimbursed to participants to pay their drivers for almost 57,000 miles traveled.

- Taxi Voucher Program** – The *Cab Connection* subsidized taxi voucher program was one-year old November 1, 2001. Currently, 794 people are enrolled in the program and the City has issued over 27,000 vouchers. The average cost to the city per trip for those vouchers that have actually been used is \$7.86 and the average miles traveled using those vouchers is 3.7 miles. Participants using Cab Connection vouchers have traveled over 26,461 miles. The demographics of participants in the program have remained consistent with 84% being eligible by virtue of their age (which is 65 and above) and 16% being eligible due to a disability. The average age of our participants is 75 with the oldest person being 98 years old.

Volunteers

Volunteers provide an integral service to our Human Service Centers. Currently, 707 Scottsdale citizens donate their time, experience, and passion to help their neighbors in making a better community. The number of volunteers has increased 56% over the past five years. As the Scottsdale population continues to grow, so will the number of volunteers in our Human Service Centers.

The most encouraging trend that we see is the consistent increase in volunteers each year. A large percentage of our volunteers are seniors, coupled with the fact that the senior population is one of the fastest growing population in Scottsdale, we are sure to see significant increases in request to volunteer at Human Service Centers.

A total of 16,968 hours were donated by volunteers in FY 1998/99 that generated cost savings of approximately \$108,200. In FY 2000/2001, volunteers donated an amazing 59,633 hours of service valued at \$743,028.

Community Center	Number of Volunteers	Hours Donated	Cost Savings
Civic Center Senior Center	320	36,046	\$ 449,133
Paiute Neighborhood Center	126	3,434	42,788
Via Linda Senior Center	236	14,663	182,701
Vista del Camino Community Center	62	4,449	55,435
Youth and Family Services	2	539	6,716
HS Admin, Boards and Commissions	16	502	6,255
Total	762	59,633	\$743,028



Public/Private Partnerships

Computer Donation Program

The city has created a partnership with the software giant, Microsoft, to donate used computers to non-profit agencies that provide social services in Scottsdale. Used computers are donated by the city and Microsoft donated the operating system along with Windows Office 95. In FY 1998/99, 32 agencies received 100 computers and software valued at \$118,400. For FY 2000/2001, 14 non-profit agencies have requested 100 computers. And in FY2001/2002, 10 agencies received ninety-two computers.

Concerned Citizens for Community Health (CCCH)

CCCH collaborates with Vista Del Camino to provide emergency services to persons in need within the Yaqui community and the Vista Del Camino neighborhood. CCCH was incorporated in 1975, whose mission is to develop services for unmet needs in Scottsdale. Last year, CCCH provided rent/mortgage assistance to 201 households; utility payments to 208 households; gas vouchers to 195 individuals, and medical payments to 51 individuals. Over the past 25+ years, CCCH has expanded their role to assist with youth programs in the Paiute neighborhood, working closely with the City's Recreation Division. In more recent years, CCCH has provided support for senior programs through Civic Center and Via Linda Senior Centers, and assisted in the development of the Vista/Paiute Job Preparation Program. Most recently, CCCS took the lead in developing the Yaqui Mural project with the local Yaqui community in the Vista Del Camino neighborhood.

ADVANCE PCS Volunteer Program

ADVANCE PCS (Pharmaceutical Card System) Health Systems, Inc. is a leading information-driven health solutions company that manages and monitors 300 million individual prescriptions each year. The company's headquarters is located in Scottsdale. ADVANCE PCS encourages and supports their staff to be involved with the community through volunteerism. Volunteers from ADVANCE PCS have been donating their time at Via Linda Senior Center for the past year and one half. The volunteers have become members of SeniorNet, a non-profit organization that provides seniors age 50 and older education and access to computer technology to enhance their lives and to share their knowledge and wisdom. ADVANCE PCS volunteers have filled the roles of both instructors and coaches for the SeniorNet program at the Via Linda Senior Center Learning Center. Another way ADVANCE PCS supports community volunteerism is to provide cash incentives. For every 50 hours a volunteer works at Via Linda the program for which they volunteer receives a check for \$ 250.00. In addition, the city has set-aside an endowment with ADVANCE PCS to benefit senior health issues. In 1999, \$2,000 was used from this program to operation the Prescription Delivery Program.

Paiute Neighborhood Center (PNC) Building Sponsorships

The Paiute Neighborhood Center entered into relationships with several private organizations to adopt the eight city owned buildings. These adoption fees provided additional amenities in the buildings that would not have otherwise been possible. Minimum adoption fees were \$15,000.



Some agencies provided much more than this amount in hard dollars as well as in-kind donations.

	PNC Building Sponsor	Description
PNC Building 1	Terravita by Del Webb	City of Scottsdale Administrative Offices/South-Scottsdale YMCA
PNC Building 2	Motorola	Motorola provided computers for computer center, big screen TV and VCR
PNC Building 3	Salt River Project	Amenities for Teen Center: computer and printer, big screen TV and VCR
PNC Building 6	Soroptimists International of Scottsdale	Early Childhood Learning Center
PNC Building 7	Scottsdale Community College	Upon completion of building, planned includes "state of the art" classroom and Adult Center
PNC Building 8	Maricopa Integrated Healthcare	Facility purchased through a partnership with Maricopa County.
PNC Building 9	Scottsdale Tribune	Donations by in-kind advertising donations
PNC Building 10	Scottsdale Association of Realtors	Amenities provided for multi-purpose room: upgraded athletic flooring, commercial freezers and refrigerators.

Note: Buildings 4 and 5 are privately owned by Ville de Marie Academy.

Scottsdale SERTOMA Club & Scottsdale Association of Realtors, Inc.

The Scottsdale SERTOMA Club works in partnership with Vista del Camino by volunteering at Vista events and the food bank. Each year they raise money to provide shoes for the Back to School Program and to pay for a tutor for the Vista Tutoring Program which serves 25 children during the school year.

The Scottsdale Association of Realtor's has selected Vista del Camino for the past four years as one of the agencies to receive the proceeds from their Holiday Gala. The funding helps pay for emergency prescriptions and job related expenses such as work shoes, tools and uniforms for Vista clients. The funding also covers the cost of incentives for youth involved in the tutoring program and community service activities.

Innovative Solutions

Brokerage Concept. In 1977, the Scottsdale City Council appointed a Human Services Task Force to address human service needs in the community. The task force determined



that Vista del Camino should function as a citywide information and referral center, and that counseling by city staff should be limited to crisis intervention, I & R, and short-term counseling. In short, the City of Scottsdale would provide for emergency needs and assist people to obtain existing services from non-profit agencies within our community. The recommendations of the task force resulted in the creation of the Brokerage Concept: *Providing space to agencies that provide services to Scottsdale Citizens.* In FY 2000,2001, the Human Services Division partnered with 33 non-profit agencies by providing office space in our four public Human Service facilities. The total in-kind support to the Brokerage Agencies in FY 2000/01 was estimated to be \$460,041. The following is a list of agencies that have partnered with the city under the Brokerage Concept.

Civic Center Senior Center	Via Linda Senior Center	Paiute Neighborhood Center	Vista del Camino
American Red Cross	TCAA Home Delivered Meals	YMCA Scottsdale South Extension Branch	AHCCCS
Benefits Assist Area Agency	Jewish Family & Community Services Counseling	YMCA Teen Center	Center Against Sexual Abuse
Brown Bag/Gleaners	Benefits Assistance	HEADSTART	Jewish Family and Children's Services
Guardianship Review	Beatitudes Center D.O.A.R	Maricopa Integrated Health System	Juvenile Probation
Medical Assistance Program	Alzheimer's Assoc.	Scottsdale Prevention Institute	Headstart
TCAA Sr. Nutrition Program	Vision Screening	Jewish Family Children Services	Salvation Army
TCAA Peer Counseling/Friendly Visitor	MS Association	Scottsdale Community College	VITA Tax Assistance
Pets on Wheels	AARP	Rio Salado Community College – ESL Classes	TCAA Sr. Nutrition Program
Plus 50	55 Alive	Scottsdale Healthcare	Food Plus
Waste Not	Audiology Services	Scottsdale Unified School District	Gleaners
		AARP	Arizona Dept of Economic Security

Scottsdale Cares. The City of Scottsdale introduced “Scottsdale Cares,” a voluntary City utility bill donation program in May, 1995. Scottsdale Cares allows residents to add \$1 per month to their utility bills to support human service programs that promote the positive development of youth, adults, and/or seniors; strengthen the capability of families and the self-sufficiency of adults; and assist Scottsdale citizens of all ages in addressing crisis needs. To further leverage dollars to support human service programs, the city partnered with The Arizona Republic Charities, a fund of the Robert R. McCormick Tribune Foundation, matching funds of fifty cents on every dollar will be added to all contributions. To date, Scottsdale residents have donated over \$800,000 with matching funds in the amount of \$290,000 from Arizona Republic Charities. The match from the Robert R. McCormick Tribune Foundation ended with the 2002 grants and will not be available in the future. The City is working with other cities in the Valley to identify another source for this match. Scottsdale was one of the first communities in the Phoenix Metropolitan Area to initiate this type of program. Most of the local municipalities now have a utility donation program in place or in the process of being developed that is modeled after Scottsdale Cares.



Home Safety and Repair Program. Since 1991, the Foundation for Senior Living (FSAL Programs) has partnered with the City of Scottsdale Community Assistance Office. While the City has its own successful CDBG funded single family rehab program for qualified low and moderate income families in Scottsdale, the FSAL Programs complements our program by providing additional major rehabilitation and emergency repair to the same category of clients. This partnership has allowed the City to maintain its housing rehabilitation services at a higher level without adding staff people.

Working hand in hand with the Community Assistance Office's Housing Rehabilitation Specialist, FSAL Programs accepts only those clients whose names have been forwarded from the city's waiting list. Over the years, they and the City have worked to provide virtually identical levels of assistance to the single-family homes.

Other Sources: Housing Assistance

As noted in the Community Forum, a number of residents that receive assistance under human services programs are also in need of housing assistance and cannot improve their life circumstances without a comprehensive approach that includes a housing component. The City has undertaken several housing activities that have supported quality assisted rental and owner housing in this community for many years. These activities include the Single Family Housing Rehabilitation Program, the Scottsdale First Time Homebuyers Program, Multi-Family Acquisition and Rehabilitation, and the Section 8 Rental Assistance Program. Following is a brief summary of each activity.

Single Family Housing Rehabilitation. Scottsdale's Single Family Housing Rehabilitation Program allows eligible low- and moderate-income homeowners (below 80% of the area median income) to utilize federal CDBG funds to correct current and incipient code violations, make modifications for the disabled, and provide energy conservation improvements. The average rehabilitation cost is \$21,250 per unit for substantial rehabilitation, and \$1,875 for emergency housing repairs under this program.

First Time Homebuyers Program. In an effort to help reduce the gap between the cost of housing and what potential homebuyers can afford, the City of Scottsdale partners with a local non-profit organization to provide downpayment and closing cost assistance to low income first time homebuyers. To qualify for this program, applicants must have reasonably strong credit, have an income below 80% of the area median income (based on family size), and cannot have owned their own home in the past three years. Applicants must first attend home purchase counseling. Interested homebuyers must then be "pre-approved" for a mortgage through a participating lender, and assistance is provided to the homebuyer at the time of closing.

HOME Multi-Family Acquisition and Rehabilitation. The HOME Investment Partnerships (HOME) Program has been in existence since the early 1990's, providing targeted funds from the U.S. Department of Housing and Urban Development to preserve and develop high quality, safe and affordable housing. Since the inception of the HOME



program, Scottsdale has partnered with several non-profit affordable housing providers to acquire, rehabilitate and manage substandard multi-family housing. Scottsdale has leveraged nearly \$2.4 million in HOME funds over the past 5 years to purchase and rehabilitate 44 units of housing in Scottsdale.

Section 8 Rental Assistance. The Community Assistance Office administers the Section 8 Housing Choice Voucher program, funded through the U.S. Department of Housing and Urban Development. Under this program, low income renters pay 30% of their income towards rent and utilities, while the Section 8 voucher pays the remaining amount. Participants locate their own housing in the private marketplace. Scottsdale is issued approximately \$2.2 Million in budget authority each year by HUD to implement our local Section 8 program. We currently assist approximately 600 households, or approximately 1,140 Scottsdale residents, 410 of which are children with an average age of 9 years. Almost 83% of these households are female-headed households. 70% of Section 8 households are either elderly and/or disabled.

Affordable Housing Strategy. On July 6, 1999, the Mayor and City Council unanimously adopted Resolution #5315, approving Scottsdale's *Strategy for the Creation and Preservation of High Quality, Safe and Affordable Housing*. Since that time, city staff, along with the Scottsdale Housing Board, has been prioritizing the objectives in the Strategy with the intention of taking action on them during the 2000 calendar year.

The priorities identified in the *Strategy* include the five objectives below, in no particular order:

- Preservation of Assisted Housing;
- Redevelopment;
- Increasing the Supply of Affordable Housing;
- Mitigate Regulatory Barriers; and
- Involving Major Employers

VIII. Human Services Public Facilities

Human Services Facilities

There are six (6) Human Services Facilities in Scottsdale. With the exception of the Via Linda Senior Center, all of the Human Services facilities are located in Planning Zone A. Via Linda Senior Center, which serves the elderly population, is located in Planning Zone C; but there are no other Human Service Facilities available to other targeted populations north of Camelback Road. Scottsdale's youth receive services from the Parks and Recreation Division, which provides a number of after-school programs for children throughout the city.

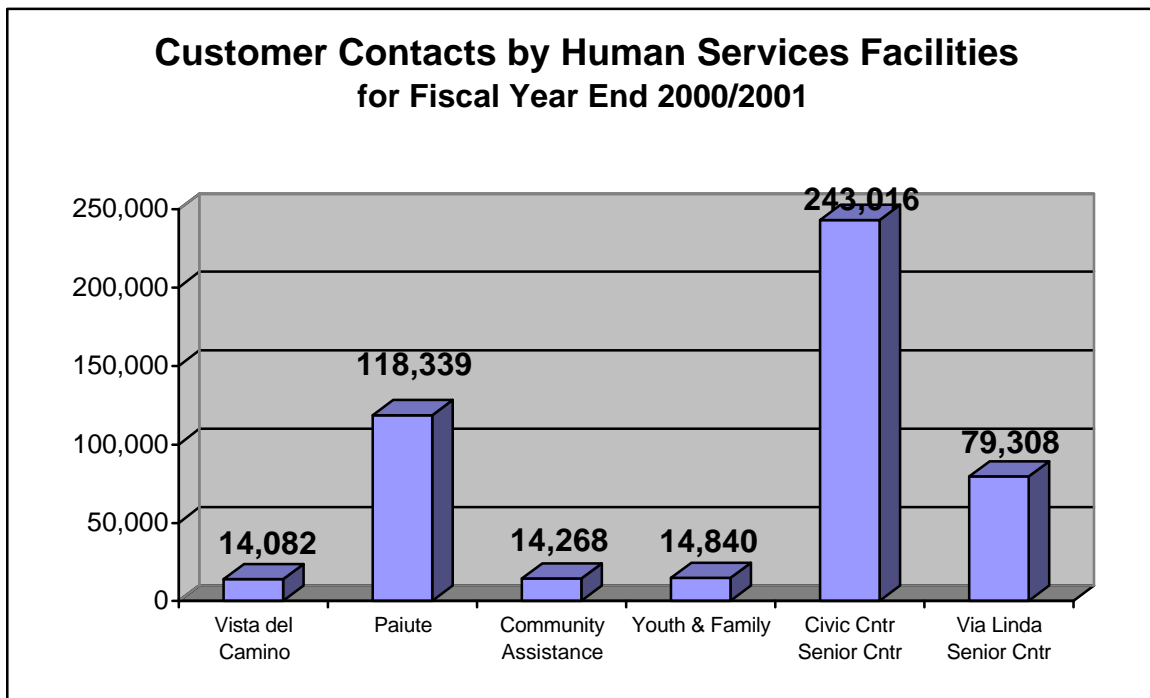
The largest facility is the Paiute Neighborhood Center, followed by the two Senior Centers and Vista del Camino which is home to the city's food bank and a number of brokerage agencies. The average age of a Human Services Facility is 24.9 years; this compares to an approximate average age of 17 years for Community Centers (i.e. Eldorado, Indian School, Mountain View, Cactus, and Scottsdale Ranch Park). Scottsdale's oldest community center, Eldorado, was renovated in 1998 and now shares its indoor facility with the Scottsdale Boys and Girls Club.

HS Facility	Population Served	Location (Planning Zones)	Square Footage	Year Built
Vista del Camino	Youth & Families, Adults, Elderly, Disabled	Planning Zone A	12,500	1973
Paiute Neighborhood Center (a)	Youth & Families, Adults, Elderly, Disabled	Planning Zone A	29,457	1961
Community Assistance Office (b)	Youth & Families, Adults, Elderly, Disabled	Planning Zone A	2,672	1967
Civic Center Senior Center	Elderly	Planning Zone A	20,300	1976
Youth and Family Services	Youth and Families	Planning Zone A	3,868	1979
Via Linda Senior Center (c)	Elderly	Planning Zone C	19,960	1995

- (a) PNC was purchased by the city in 1995, but originally, Paiute Elementary School was built in the 1961. There are 2 buildings (7 & 9) left to be renovated and 2 more to be purchased (4 & 5).
- (b) Community Assistance Office is not owned by the City of Scottsdale, the residential structure converted into office space is leased. Rent is paid with administrative fees received for operating the CDBG and Section 8 Programs (U.S. Department of Housing and Urban Development).
- (c) Square Footage includes Phase II Expansion (an additional 11,970 sq. ft. + the original 7,990 sq. ft.).



Each Human Service Facility is unique in its structure and purpose. Services range from administration of the CDBG Program in the Community Assistance Office to organizing dances at the Senior Centers to the distribution of food boxes at Vista del Camino. All facilities are nearing their capacity in terms of having enough space to meet the needs of the citizens. More space is needed for recreational purposes as well as additional office space for brokerage services and confidential counseling sessions with clients. The number of citizens using Human Service Facilities will increase as the population increases in Scottsdale; the following chart summarizes the number of citizens (customer contacts) that were provided human services in FY 1998/99.



Facilities that provide a mix of recreational activities with social services have a larger amount of contacts throughout the year. Facilities with lower customer contacts (Community Assistance Office, Vista del Camino, Youth and Family Services) predominately focus on counseling services, case management and financial assistance to individuals with some eligibility determination, i.e. income eligibility or court referral.

Community Services Capital Improvement Projects (CIP)

The City of Scottsdale Capital Improvement Plan now uses funding from the 2000 voter-approved bond election. These General Obligation bonds, together with Special Assessment bonds, Scottsdale Preserve Authority bonds and Municipal Property Corporation bonds, provide the bond-funded portion of the plan. Nearly 80% of Scottsdale's CIP is funded with pay-as-you-go revenues which include development fees, dedicated sales tax revenues and contributions from fund balance transfers. The City began its most recent iteration of CIP Budget Planning in June 1998 with adoption of a Five Year CIP Plan in June 1999. As part



of preparing the Five Year CIP Plan departmental staff are asked to identify capital needs for the next 10 years. The following guidelines determine what is a CIP project:

- Relatively high monetary value (at least \$25,000)
- Long life (at least five years)
- Results in creation of a fixed asset, or the revitalization of a fixed asset

The City of Scottsdale uses a cross-departmental CIP Coordination Team that consists of approximately 20 individuals for all programs and professional disciplines to review project submissions consistent with the prescribed criteria. After the CIP team reviews each request via departmental/program presentations, the Team prioritizes the program based on an extensive prioritization process.

The Capital Improvement Plan is comprised of eight major programs: Transportation, Improvement Districts, Drainage and Flood Control, Water and Wastewater, Preservation, Community Facilities, Service Facilities, and Public Safety. CIP projects for the Community Services Department are within Community Facilities program, which addresses the recreational needs of the community, such as new parks, park improvements, multiuse paths, and improvements to the Civic Center mall area. To date, \$5.7 million has been expended from the CIP for the construction and renovation of community parks and facilities. Approximately 8.5% of the CIP has been identified to address Human Services needs in these facilities. In addition, Phase II of the Via Linda Senior Center was dedicated in January 2002. The project more than doubled the size of the center at Scottsdale Ranch Park to accommodate current space demands. Increased activity rooms, expansion of the billiard room, and a multiuse room for large activities highlight this project. The cost of this project, \$2,431,800 was funded from the General Fund rather than the CIP.

CIP: 2002 Plan Update

SUMMARY INFORMATION/ CURRENT FIVE YEAR CIP:

Of the \$191,192,100 identified for Community Facilities in the next Five-Year Capital Improvement Plan, 8.5% is allocated to facilities for Human Services. This 5-Year CIP program will receive both General Funds and Bond 2000 funds.

APPROVED BOND 2000 CIP PROJECTS RELATED TO HUMAN SERVICES

CIVIC CENTER SENIOR CENTER REPLACEMENT

Description: Acquire the necessary land, design and construct a new 35,000 square foot Senior Center to replace the existing Civic Center Senior Center. The existing building may be utilized as additional city staff space or sold or possibly leased as office space with proceeds going to the General Fund.

Total budget authority:	\$ 10,562,000
Funding Cycle:	
FY 2001/02	\$ 2,171,200
FY 2002/03	\$ 7,407,500



FY 2003/04 \$ 983,500

Current Status: A site at the Smitty's parcel located at the northwest corner of McDowell Road and Granite Reef Road has been identified as a potential location for the proposed facility. The Economic Vitality Division is master planning this site in order to select other users/tenants of this site and to give direction as to the development scenarios. Upon completion and approval of this master plan, the design and construction of the Senior Center will proceed under the management of the Capital Project Management Division. Design work is projected to begin in FY 2002/03 with construction going forward in FY 2003/04.

PAIUTE NEIGHBORHOOD CENTER BUILDINGS 4 & 5 PURCHASE AND RENOVATION

Description: Purchase and renovation of two buildings at the Paiute Neighborhood Center, presently owned by the Ville de Marie Catholic Academy. Planned uses for these buildings are meeting/classroom space and additional brokerage agency offices.

Total Budget Authority: \$ 1,391,900

Funding Cycle:

FY 2002/03 \$ 1,391,900

Current Status: Discussions are being initiated with the Academy to determine the potential schedule for sale and relocation of the Academy. This schedule is dependent on the actuality of the sale.

PAIUTE NEIGHBORHOOD BUILDINGS 7 & 9 RENOVATION/WALKWAY

Description: Design, demolition, and renovation of two city-owned buildings at Paiute Neighborhood Center. Planned uses for these buildings are a Senior Adult Center, a tiered 50-60 seat community meeting room, classroom, and brokerage agency offices. Also included in this project is the replacement of the deteriorating wooden walkway canopy with a metal canopy.

Total Budget Authority: \$ 767,400

Funding Cycle:

FY 2001/02 \$ 767,400

Current Status: A consultant selection process has been completed with TRK Architects being selected. TRK Architects has a successful history of designing several previous renovation projects in the Paiute Neighborhood Center complex. Design is projected to be completed in FY 2002/03 with construction commencing shortly thereafter. Completion of the project is expected to be early in the Fall 2003.

VISTA DEL CAMINO REMODEL/EXPANSION

Description: Remodel and expand existing Social Services area at Vista del Camino Park to provide for more efficient use and increased service delivery.

Total Budget Authority: \$ 3,495,700



Funding Cycle:

FY 2002/03

\$ 3,495,700

Current Status: Commencement of work is on hold until funding is available in FY 2002/03.

SATELLITE HUMAN SERVICES FACILITIES

Description: Future approved community centers planned by the Parks, Recreation, and Facilities Division will include space for Human Service offices and meeting areas. These office areas will allow for Human Services staff to offer community assistance in localized areas, will provide for brokerage agency offices, and will accommodate small community meeting areas. Centers that are approved in the Bond 2000 will be located at Troon North Community Park, Grayhawk Community Park, and McDowell Mountain Ranch Park and Aquatic Center. Other locations will be considered for small Human Services offices as projects proceed.

APPROVED GENERAL FUND CIP PROJECTS RELATED TO HUMAN SERVICES

PAIUTE NEIGHBORHOOD CENTER BUILDNG 8 RENOVATION

Description: Improvements to the city-owned building will include construction of walls, improvements to existing electrical systems, installation of new HVAC system, and modifications to the existing fire control system.

Total Budget Authority:

\$ 62,800

Funding Cycle:

FY 2004/05

\$ 62,800

Current Status: Preliminary plans for the tenant improvements are being prepared in anticipation of the full design. Remedial tenant improvements may be completed in order to utilize the space until full funding is available in FY 2004/05.

Vista del Camino

Remodel/Expansion – Remodel and expand existing social services area to accommodate 25 years of growth. Expansion to include additional 7,500 square feet redesigned space for more efficient use and increased service delivery.



City of Scottsdale Transportation Plan

The Scottsdale City Council and the Planning and Transportation Commissions met on January 25, 1999, in the spring of 2001 and again in January 2002 to jointly address the transportation challenges facing our citizens and to discuss the complexity of transportation demand and its relationship to land use, redevelopment, neighborhoods, preservation of open space, economic development and livability.

The key transportation issues identified were:

- Under current zoning, 105,000 more people are projected to move to Scottsdale by 2020. Many will be senior citizens.
- Nearly half of the people who work in Scottsdale live in Phoenix and drive to work by themselves.
- Each of us drives an average of 20 miles each day. By 2010, that will rise to about 25 miles a day.
- If we don't come up with a new approach to handle that travel, we will be strangled by gridlock or be faced with widening major roads from six to ten lanes through established neighborhoods.

During the spring joint meeting, Council directed the Transportation Commission to bring back a plan and potential funding sources supporting transit. The Commission created a citizens' committee to oversee the production of a service plan and to suggest funding sources. The Committee presented the plan to the Transportation Commission on January 3, 2002 and the Commission in turn presented it to the Council on January 14.

The Transit Plan includes increased service on existing routes, several new routes expanding coverage of the system north of the CAP Canal and providing for neighborhood circulators to make transit more accessible to residents. The plan recommends expansion of the Roundup (downtown shuttle), Dial-a-Ride, Cab Connection and TRIP. The plan also calls for the installation of various types of capital facilities designed in character with Scottsdale to support the transit system. The plan also address some land use/transportation coordination issues.

In parallel with the Transit Plan, the Council authorized the City's participation in a Major Investment Study focusing on a north-south corridor in Scottsdale and continuing into Tempe to connect to the planned east-west light rail line. Tier 1 and Tier 2 addressing 1.) whether a corridor was warranted and 2.) what preliminary corridor and technologies were recommended. Tier 3 of the study will focus on selecting a preferred alternative, which may then be forwarded to another level of study.

The results of the first two tiers were also presented to the Transportation Commission on January 3, 2002. The results may be summarized as:

- A north-south rapid transit corridor is warranted for further study
- The preferred corridor is Scottsdale/Rural Road
- Three technologies have been identified which could reasonably operate in this corridor: light rail, streetcar and bus rapid transit



On January 14, 2002 the City Council directed the Transportation Commission and staff to provide the public an opportunity to comment on the Transit Plan and the Major Investment Study (now called the Rapid Transit Corridor Study). In addition, staff will be conducting a financial analysis on the Transit Plan, the rapid transit corridor and how a funding source might best be applied to the Plan with and without the rapid transit corridor.



IX. City of Scottsdale General Plan Update

A General Plan is a community's vision of the future. It is an expression of how the community wants to change and develop for the next 20-50 years. Arizona State law requires that communities with a population over 2,500 adopt a General Plan, and outlines the elements the plan must contain. Scottsdale adopted its first General Plan in 1960 when Scottsdale encompassed only 15 square miles. Since then many changes to the community have occurred. The city now encompasses 185 square miles and has a population of approximately 220,000. These changes, as well as changes in State law, promoted a comprehensive update to the Scottsdale General Plan, which, after a two-year process, was adopted by the City Council in October 2001. The General Plan Update is scheduled for a public vote for ratification on the March 12, 2002 General Election ballot.

General Plans are updated periodically to ensure that they continue to express the community's values and expectations. The most recent update of any element of Scottsdale's General Plan occurred in 1992. The Arizona State Legislature approved the Growing Smarter Act in 1998 and the Growing Smarter Plus Act in 2000 requiring each city in Arizona to update and readopt its General Plan. Some of the key provisions of the Growing Smarter Legislation are:

- Requiring five new Elements in General Plans for all towns over 2,500 population:
 1. Open Space
 2. Environmental
 3. Growth Area
 4. Cost of Development
 5. Water Resources
- Requires modification of the Housing component currently required by state law
- Requires expanded public notification and involvement
- Defined what a major amendment to the General Plan was and required towns to establish their own criteria for major amendments.
- Requires that, upon adoption of the General Plan to conform to this law, major amendments to the General Plan will require 2/3 majority vote of City Council and that major amendments be processed/heard only one time per year
- All Zoning decisions must "conform" and not just be "consistent with" the General Plan
- Requires that General Plans be readopted every 10 years and the first update was to be completed by December 2001.
- Requires that General Plans are ratified by a public vote after adoption by the City Council. (If the public does not ratify the updated General Plan, the existing General Plan remains in effect until a new one is ratified.)



The City of Scottsdale's General Plan Update is organized according to the Six Guiding Principles of CityShape 2020: Character and Lifestyle, Economic Vitality, Neighborhoods, Open Space, Sustainability and Transportation. Human Services issues and needs in the community will be incorporated into the Sustainability chapter; specifically in the Public Services and Facilities Element. The discussion relative to human services needs will be limited in scope in the General Plan. The Human Services 5 Year Plan is referenced specifically, in the General Plan, as the document that discusses human service needs along with the recommendations to strategically address those needs.

Although specific Human Services operational policies are not part of the General Plan, each General Plan Element follows a consistent format that includes the city's long-term vision for the community. The format includes a vision statement and values statements for each element that relates to a general Goals, which in turn, creates a number of "Approaches" to meet each stated Goal.

In the 2000 Human Services Five Year Plan, the following Values, Goals, and Approaches were recommended to be incorporated into the General Plan:

Vision: A healthy community must be aware of, and plan for, human needs.

Goal: Provide an integrated system of services, resources, and opportunities to help Scottsdale residents of all ages improve their lives, the lives of others, neighborhoods, and the total community.

Approaches:

- Assess demographic trends in Scottsdale to direct financial resources where human services are needed.
- Maximize the availability of community resources through the promotion of brokerage services in city facilities and community centers.
- Address the needs of the growing senior population by providing older citizens meaningful opportunities to enrich their lives and "connect with the broader community".
- Improve housing conditions in neighborhoods through the planning and implementation of multiple strategies and policies to preserve, rehabilitate, upgrade or replace existing affordable housing units; and develop new affordable housing.
- Provide immediate service to Scottsdale citizens in need of economic and emotional emergency services.
- Promote social responsibility and development of personal capabilities in meeting the needs of Scottsdale's youth and family members.



- Ensure that Scottsdale citizens with disabilities have the same opportunity as all others in our community in terms of access to facilities, services, transportation, education, training, and employment.
- Recognize diversity in Scottsdale and cultivate a community where differences are valued, respected and embraced.

The General Plan Update adopted by the City Council on October 30, 2001 included the Goal proposed in the Human Services Five Year Plan and all of the approaches listed above, in addition to ten additional approaches that had been suggested during hearings on the Public Services and Facilities Element of the General Plan.



X. Human Services Commission Objectives

The objectives of the Human Services 5 Year Plan listed below are the key policy considerations that will provide guidance in addressing human service needs in Scottsdale for the next five years. Each objective falls within one of the Human Services Commission Guiding Principles.

ADDRESS SCOTTSDALE'S HUMAN SERVICE NEEDS

- Provide funding to non-profit agencies that support, on a regional basis, continuum of care services that address homelessness in Maricopa County.
- Continually evaluate the need for expanding senior nutritional programs on a citywide basis.
- Support the increase of domestic violence transitional housing and counseling services in Scottsdale and on a regional basis.
- Promote the development of a Coordinated Community Response system to link all providers of domestic violence services and provide a synchronized reporting and data collection system.
- Expand Youth and Family counseling services in Planning Zones C, D and E to meet the increasing number of referrals of Scottsdale citizens north of Shea Boulevard. Consider an additional site office or relocation of the existing Youth and Family office to a location between Shea and Thunderbird.
- Assess demographic trends and identify unmet needs in Scottsdale to direct financial resources where human services are needed.
- Secure funding for a needs assessment survey to determine human services needs in Scottsdale.
- Continue to monitor legislative issues that effect human service needs in Scottsdale.

VALUE SCOTTSDALE'S UNIQUE LIFESTYLE & CHARACTER

- Ensure accessibility to human services for families, youth, senior citizens, victims of domestic violence, and persons with mental and physical disabilities to promote and enhance their quality of life.
- Ensure all public facilities and programs in Scottsdale are accessible to persons with disabilities and provide persons with disabilities the opportunity and



resources to achieve their individual potentials.

SEEK SUSTAINABILITY

- Ensure economic development is not at the expense of low to moderate-income families and elderly.
- Provide funding to non-profit agencies that assist Scottsdale citizens to achieve or maintain independence and self-sufficiency.
- Ensure future expansion and construction of City of Scottsdale Community Centers to include facility space for counseling services and other human service program activities.
- Enhance and improve solicitation of volunteers, financial resources and partnered social services to ensure human services are provided to all Scottsdale citizens.

ENHANCE NEIGHBORHOODS

- Continue the TRIP and Cab Connection Program and expand Senior Transportation services that respond to the needs of seniors living in Planning Zones C, D and E.
- Develop resources and partnerships to ensure the preservation of currently affordable housing for Scottsdale citizens of all ages.
- Maximize the availability and accessibility of community resources through the promotion of brokerage services in city facilities and community centers.

ADVANCE “CONNECTIVITY”

- Promote the development of affordable housing near employment and transit hubs in Scottsdale.
- Ensure that Scottsdale citizens of all ages have access to needed Human Services programs in City facilities in each Planning Zone.
- Promote awareness and increase the visibility of human service needs in Scottsdale to all citizens, staff, and local, State and Federal entities.
- Foster strong relationships with other city boards and commissions and local organizations to promote human services to Scottsdale citizens.

Appendix A

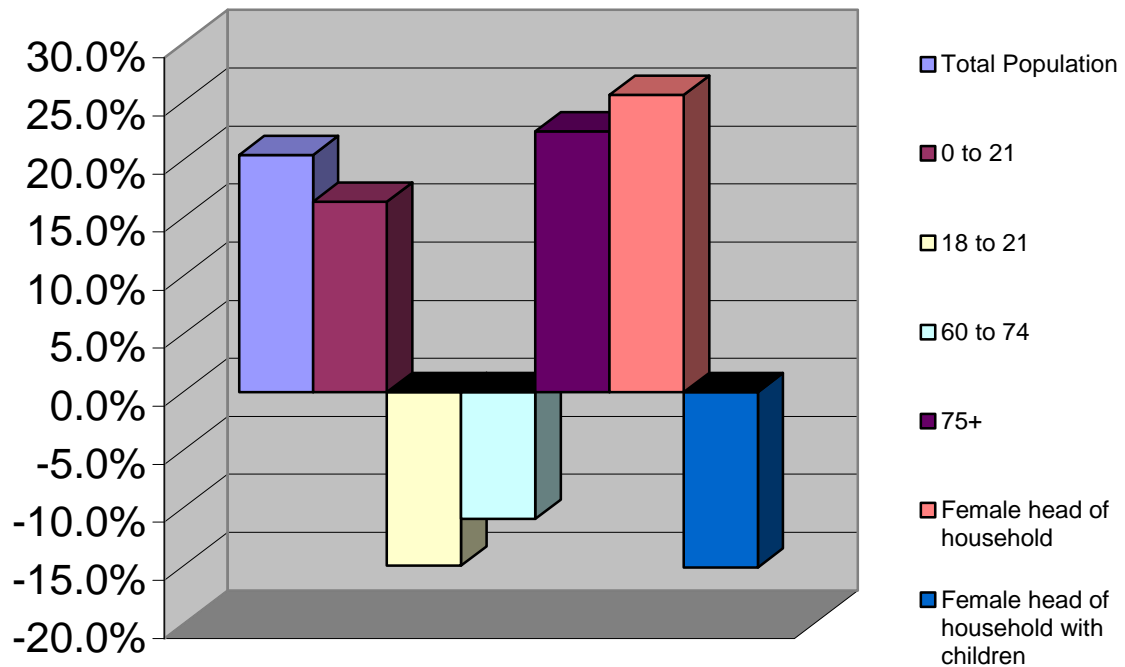
Percent of Population by Planning Zone For Age Distribution

1995 by AGE/PLANNING ZONE and PERCENT of 168,176												
	A		B		C		D		E			
0 - 4	4,349	4.4%	520	4.6%	2,714	6.0%	396	5.4%	284	5.2%	8,263	4.9%
5 - 17	11,862	12.0%	1,978	17.5%	8,141	18.0%	953	13.0%	749	13.7%	23,683	14.1%
18 - 21	4,448	4.5%	384	3.4%	1,176	2.6%	176	2.4%	126	2.3%	6,310	3.8%
22 - 54	47,545	48.1%	5,799	51.3%	24,605	54.4%	3,673	50.1%	2,541	46.5%	84,163	50.0%
55 - 74	20,956	21.2%	2,035	18.0%	6,784	15.0%	1,906	26.0%	1,585	29.0%	33,266	19.8%
75+	9,687	9.8%	588	5.2%	1,809	4.0%	227	3.1%	180	3.3%	12,492	7.4%
	98,847		11,305		45,229		7,332		5,464		168,176	100.0%

2000 by AGE/PLANNING ZONE and PERCENT of 202,464												
	A	%	B	%	C	%	D	%	E	%	Total	%
0 - 4	4,406	4.5%	601	5.1%	4,373	6.2%	706	6.0%	356	3.5%	10,442	5.2%
5 - 17	11,847	12.0%	2,156	18.2%	12,147	17.3%	1,437	12.3%	1,120	11.0%	28,707	14.2%
18 - 21	2,987	3.0%	370	3.1%	1,671	2.4%	189	1.6%	149	1.5%	5,366	2.7%
22 - 54	47,947	48.7%	5,569	47.1%	36,700	52.2%	5,572	47.5%	4,296	42.3%	100,084	49.4%
55 - 74	21,120	21.5%	2,366	20.0%	11,930	17.0%	3,361	28.7%	3,792	37.3%	42,569	21.0%
75+	10,118	10.3%	767	6.5%	3,496	5.0%	461	3.9%	454	4.5%	15,296	7.6%
	98,425		11,829		70,317		11,726		10,167		202,464	100.0%

APPENDIX B

Population Shift as a Percent of Change in Selected Groups



Appendix C



Glossary of Terms

Adults (General)

Population, as defined in this Plan, of individuals who do not fall within the specific population definitions used to categorize programs for youth and families, domestic violence, the elderly, persons with disabilities, and continuum of care. Programs include: Counseling/Mental Health, Legal Services/Assistance; Substance Abuse Treatment, Emergency Assistance; Employment Training.

Americans with Disabilities Act (ADA)

Provides comprehensive civil rights to individuals with disabilities in the areas of employment, public accommodations, state and local government services and telecommunications. The Act, also referred to as the ADA, also states that discrimination includes the failure to design and construct facilities that are accessible to and usable by persons with disabilities. The ADA also requires the removal of architectural and communication barriers that are structural in nature in existing facilities.

Age

Chronological age of individual needing/requesting services.

1990 U.S. Census of Population and Housing

The census of population and housing, taken in 1990. Article 1, section 2 of the Constitution requires that a census be taken every 10 years for the purpose of apportioning the U.S. House of Representatives. Data obtained includes population, housing, employment, income and demographics from State, County, City Census Tract level.

1995 Special Census

Federal census conducted in October 1995 at the request of a local government to obtain population figures between decennial census. The population figures, while less detailed than 1990 Census, provide a good update to population trends.

Capital Improvement Plan (CIP)

A capital improvements plan is a comprehensive plan which projects the capital needs of the community. Generally, it is a cyclical process that projects the needs for a set number of years. The annual capital budget is derived from the long-term CIP.

Census Tract

A small relatively permanent geographic division of a metropolitan statistical area or selected non-metropolitan counties, delineated for presenting census data. When census tracts are established, they are designed to be relatively homogenous for population characteristics, economic status and living and conditions and generally contain between 2,500 and 8,000 inhabitants. Census tract boundaries are established cooperated by local census statistical areas committees



and the Census Bureau in accordance with Census Bureau-defined guidelines. Census tracts do not cross county boundaries.

Child

Includes a son or daughter by birth, a stepchild, or adopted child of the householder, regardless of the child's age or marital status. The category excludes sons-in-law, daughters-in-law, and foster children.

Civic Center Senior Center

A Center within the City of Scottsdale Human Services Division that provides recreational activities and social services for the senior adult population in Scottsdale.

**Continuum of Care
(Homeless)**

Population, as defined in this Plan, for homeless individuals and families to achieve self-sufficiency through the use of a coordinated community-based process. The components include: outreach and assessment; emergency shelter; transitional housing; and permanent housing.

**Community Assistance
Office**

A Center within the City of Scottsdale Human Services Division that administers federal housing grants and community development resources that provide opportunities to low and moderate income people.

Community Collaboration

An informal partnership made up of concerned citizens, teachers, mental health providers, parents, local government, School administrators and other related professionals who work with youth and families. This partnership works together to enhance communication between all disciplines, as well as identify opportunities to work more closely together to provide services to citizens.

**Community Development
Block Grant (CDBG)**

U.S. Department of Housing and Urban Development program with the primary objective of revitalizing urban communities, by providing decent housing and suitable living environment and expanding economic opportunities

Domestic Violence

A pattern of behaviors involving physical, sexual, economic and emotional abuse, alone or in combination, by an intimate partner often for the purpose of establishing and maintaining power and control over the other partner.

Emergency needs/assistance

Emergency social services distributed at Vista Del Camino, including: food, shelter, clothing, rent assistance, utility assistance, gas vouchers, and other benefits to address serious or life threatening situations.



Elderly	Population, as defined in this Plan, that generally includes persons age 60 and older. However, there are specific programs and services that are designed for the “elderly” or for “seniors” in which participating individuals may be younger than 60. Programs include: Basic Needs, Legal Services; Counseling; Independent Living; Health & Safety, Recreation and Enrichment; Community Involvement.
General Fund	The general fund is used, by governmental entities, to account for all financial resources except those required to be accounted for in another fund.
Hispanic	A person of Spanish or Hispanic origin as reported by the Census Bureau. These include persons who report themselves as Mexican, Mexican-American, Chicano, Puerto Rican, Cuban or some other Spanish/Hispanic origin. Hispanic/Spanish is not a race; Hispanics can be of any race. The Census Bureau reports subtract Hispanic populations from each of the races and sums them to exhibit Hispanic origin as a separate and distinct ethnic group.
HOME	The HOME Investment Partnership (HOME) Program was created by the National Affordable Housing Act of 1990, providing targeted funds from HUD to preserve and develop high quality, safe and affordable housing.
Household	A Household includes all the persons who occupy a housing unit.
Household Size	The number of persons in a household.
HUD	U.S. Department of Housing and Urban Development.
Low/Moderate Income	Household annual income less than the Section 8 Low Income Limit, generally 80 percent of the area median income, as established by HUD.
Median Income	The amount which divides the income distribution into two equal groups, half having incomes above the median, half having incomes below the median. The medians for households, families, and unrelated individuals are based on all households, families, and unrelated individuals, respectively. The medians for people are based on people 15 years old and over with income.
Operating Budget	The plan for current expenditures and the proposed means of financing them. The annual operating budget is the primary means by which most of the financing, acquisition, spending, and service delivery activities of a government are controlled. The use of annual operating budgets is required by law in Arizona and is a requirement of Scottsdale’s City Charter.



Other Race	Includes all persons not included in the “White, Black/African-American, American Indian, Asian/Pacific Islander, Eskimo/Aleut, race categories.
Paiute Neighborhood Center	A Center within the City of Scottsdale Human Services Division that operates the community center and provides services to youth, adults and families in the area of Indian School to Thomas, and 64 th Street to Scottsdale Road.
Planning Zones	Planning Zones were created by the City of Scottsdale Planning Department and are based on residential, commercial and community features in each area or “zone”. There are currently five planning zones in Scottsdale (A, B, C, D, and E).
Persons with Disabilities	Definition provided by the HUD. In general, a person is considered to have a disability if he or she has a physical, mental, or emotional impairment which: is expected to be of long-continued and indefinite duration; substantially impedes his or her ability to live independently; and is of such a nature that the disability could be improved by more suitable housing conditions.
Poverty Level	The Census Bureau uses a set of money income thresholds that vary by family size and composition to detect who is poor. If a family's total income is less than that family's threshold, then that family, and every individual in it, is considered poor. The poverty thresholds do not vary geographically, but they are updated annually for inflation with the Consumer Price Index (CPI-U). The official poverty definition counts money income before taxes and excludes capital gains and noncash benefits (such as public housing, medicaid, and food stamps).
Race	White, Black/African-American, American Indian, Asian/Pacific Islander, Eskimo/Aleut. Race, in census data, is a mixture of color and anthropological classification, based upon self-identification. Hispanic/Spanish origin is not a race, and since the 1980 Census, has been collected in a separation question, because Hispanics can be of any race.
Scottsdale Cares	A voluntary utility bill donation program created by the City of Scottsdale in May 1995. The program allows Scottsdale residents to add \$1 per month to their utility bills to support human service programs.
Section 8	The section of the Housing and Community Development Act of 1974 which authorized the housing subsidy program. Theses programs are now commonly referred as “Section 8” programs. The City of Scottsdale administers the Section 8 low income subsidized rental assistance program which is funded through HUD.



Via Linda Senior Center

A Center within the City of Scottsdale Human Services Division that operates the community center and provides a wide range of recreational and support services for the senior population in Scottsdale.

Vista Del Camino

A Center within the City of Scottsdale Human Services Division that operates the community center and provides recreational and educational services to the youth in the neighborhood, and social services to the Scottsdale community. Services include a food bank, clothing bank, emergency rent/mortgage payments, utility and transportation assistance, payments for prescription medicine information and referral services, and a Career Center, offering job preparation services.

**Youth and Families
Services**

A Center within the City of Scottsdale Human Services Division that provides programs to strengthen families by helping to build the capabilities of children. Services include a Juvenile Diversion Program, Teen Employment, and Scottsdale Mayor's Youth Council.

Youth and Family

Population, as defined in this Plan, includes persons from infancy through age 18. The term "families" generally refers to those persons living in households with more than one person and most often includes children. Programs include: Delinquency Prevention/Intervention; Child Care; Job Training/Employment; Client Assessment/Management; Counseling/Mental Health; Parenting Education; Health & Safety; Substance Abuse Treatment.



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